Telia Webbmöte

Quick-start guide for host

Managing web meetings

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Read this before you start

Support for operating systems and browsers

Telia Webbmöte Meeting Center is a cloud service that you can use on the following platforms:

	Windows	Mac OS
Operating system	2000, XP SP3, 2003 Server, Vista, Windows 7, 2008 Server	10.5, 10.6, 10.7
JavaScript	Activated	Activated
Cookies	Allowed	Allowed
Other	ActivX activated	Apple Java 5
Browser	Internet Explorer 6, 7, 8, 9 Firefox 3, 4, 5 Chrome 11, 12, 13	Firefox 3, 4, 5 Safari 4, 5

The service also works on Linux, Solaris, HP-UX and AIX using the Mozilla and Firefox browsers.

Support for mobile operating systems

Apps for Telia Webbmöte Meeting Center are available for the following mobile operating systems:

- iOS
- Android

Technical platform for this guide

The actions and illustrations detailed in this guide apply for a technical platform with the following software in the Swedish-language version:

- Microsoft Windows 7
- Microsoft Internet Explorer 9
- Microsoft Outlook 2010

Telia Webbmöte Meeting Center can also be used with earlier versions of Windows, Internet Explorer and Outlook. However, behaviour and appearance may differ from the descriptions contained in this guide.

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Changing your password enhances security

For security reasons, the first time you log in to Telia Webbmöte Meeting Center the service requires you to change the password we e-mailed you. This one-off action is described in further detail in **Appendix 1: Changing your password** on page 17.

The WebEx productivity tool simplifies your everyday life

Easier web meeting administration

We strongly recommend that you install the WebEx productivity tool, since this enables you to manage your web meetings more effectively. The WebEx productivity tool integrates elements of the Telia Webbmöte Meeting Center cloud service with some of the most frequently used utility programs in Windows.

Once you have installed the WebEx productivity tool, you can for example quickly start web meetings direct from:

- programs in the Microsoft Office suite
- your browser
- Microsoft Outlook
- IBM Lotus Notes
- your chat program

You can also use Microsoft Outlook or IBM Lotus Notes for administrative management of your web meetings, i.e. scheduling, invitations, cancellations and similar tasks. Using the same well-known calendar environment for your web meetings as your physical meetings makes it easier to get an overview of the situation and to use your work time effectively.

Practical installation management

If your company's IT function transfers full responsibility for Telia Webbmöte Meeting Center to individual users, you can install the WebEx productivity tool yourself on your computer. Follow the instructions in **Appendix 3: Installing the WebEx productivity tool** on page 22 of this guide.

If your company's IT policy requires all software installation to be coordinated, your IT department will provide you with an installation file and anything else you need in order to use the WebEx productivity tool on your computer.

If you use an operating system other than Windows

The WebEx productivity tool can only be installed on computers running Windows. (Support for different versions is detailed in the table on page 2.) If you use a different operating system, you cannot therefore use the productivity tool, even if you have Microsoft Office and Microsoft Outlook on your computer.

Instead, you should use the meeting administration functions included in Telia Webbmöte Meeting Center. The administration of these functions is described in a user manual available from Cisco Systems. To find out how to obtain this manual, see **Appendix 4:** on page 33 of this guide.

If you do not use the WebEx productivity tool, you cannot obtain the e-mail addresses of meeting participants from your Outlook contacts. Instead, you should address your invitations in one of the following ways:

- enter the addresses manually
- use the “My contacts” (“Mina kontakter”) function in Telia Webbmöte Meeting Center

You can either add your contacts manually or import them. See the **Importera kontaktinformation i en fil till adressboken** (“Importing a contact details file into your address book”) section in the Meeting Center manual. To find out how to obtain this manual, see **Appendix 4:** on page 33 of this guide.

If you have imported contacts from some kind of list on your own computer and then make changes to this list, you must re-import it into Telia Webbmöte to update the “My contacts” (“Mina kontakter”) function.

Bilingual communication with meeting participants

Telia Webbmöte Meeting Center is available in two language versions: Swedish and English. You can choose either of these via a simple setting in the service’s administrative web interface.

The default language setting is Swedish. This means that all e-mails sent to participants will be in Swedish. Similarly, the user interface in the meeting window will be in Swedish.

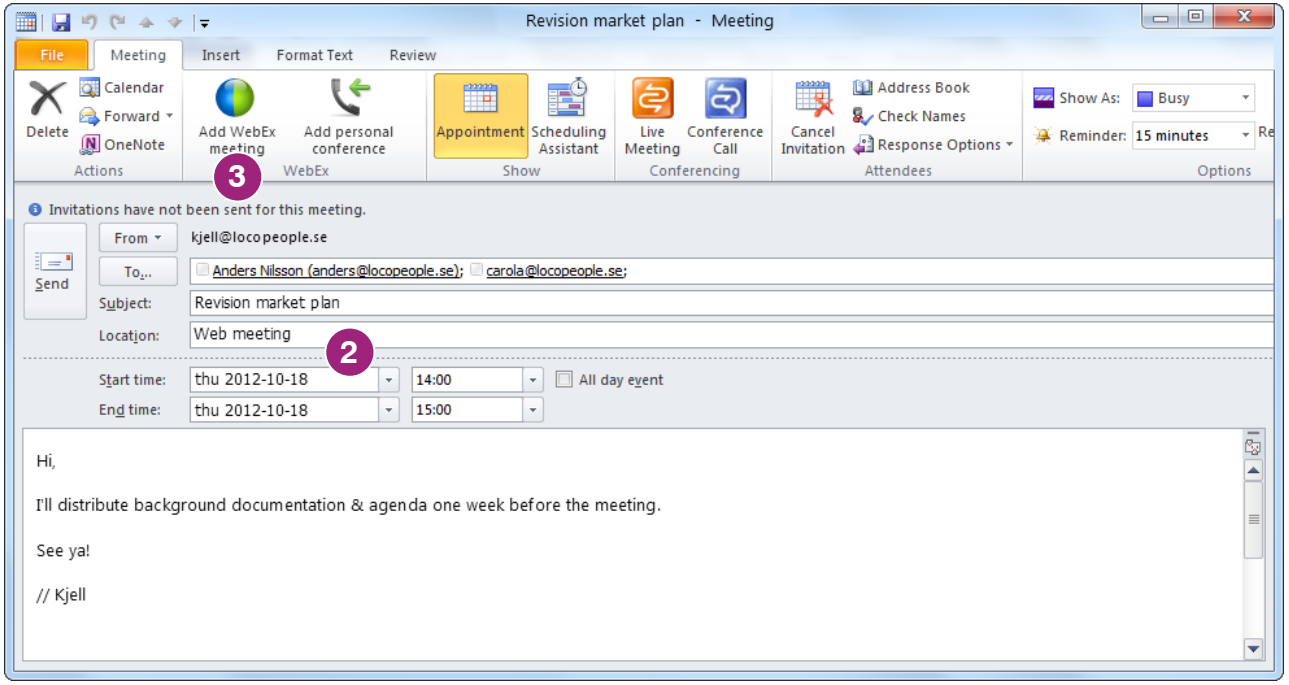
Similarly, if you use the English-language version, all e-mails and the user interface will be in English. You can use this setting to hold effective meetings if one or more of the participants does not speak Swedish.

To find out how to set the language, see **Appendix 6: Setting the language version for Meeting Center** on page 41 of this guide.

Scheduling a web meeting in Microsoft Outlook

1. Start Microsoft Outlook. Click on the Schedule meeting tool button in the WebEx group. (If you cannot find this button in Outlook, it may be because you have not installed the WebEx productivity tool. For more information, see **Appendix 3** on page 21.)

2. Outlook opens a meeting invitation window. Fill in the text boxes and specify the times in the normal Outlook way.
3. Click on the Add WebEx meeting tool button.



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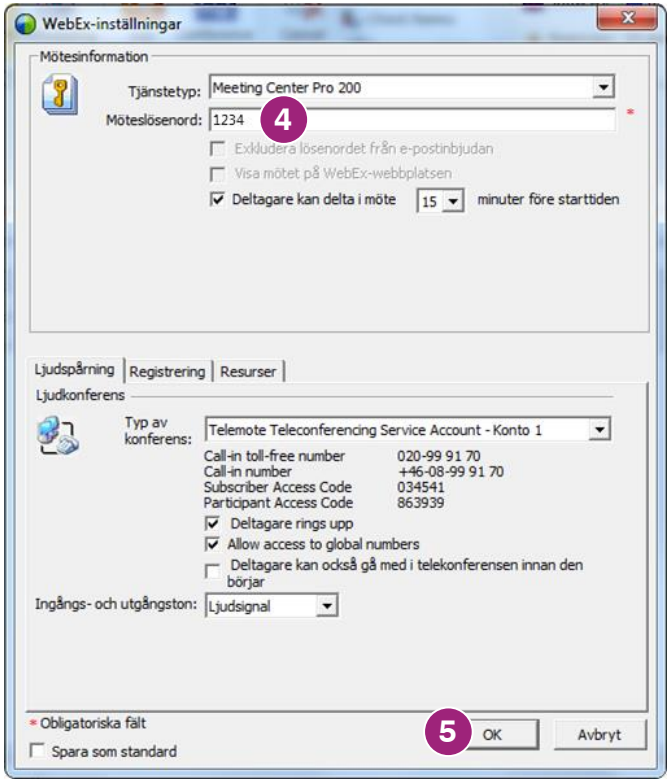
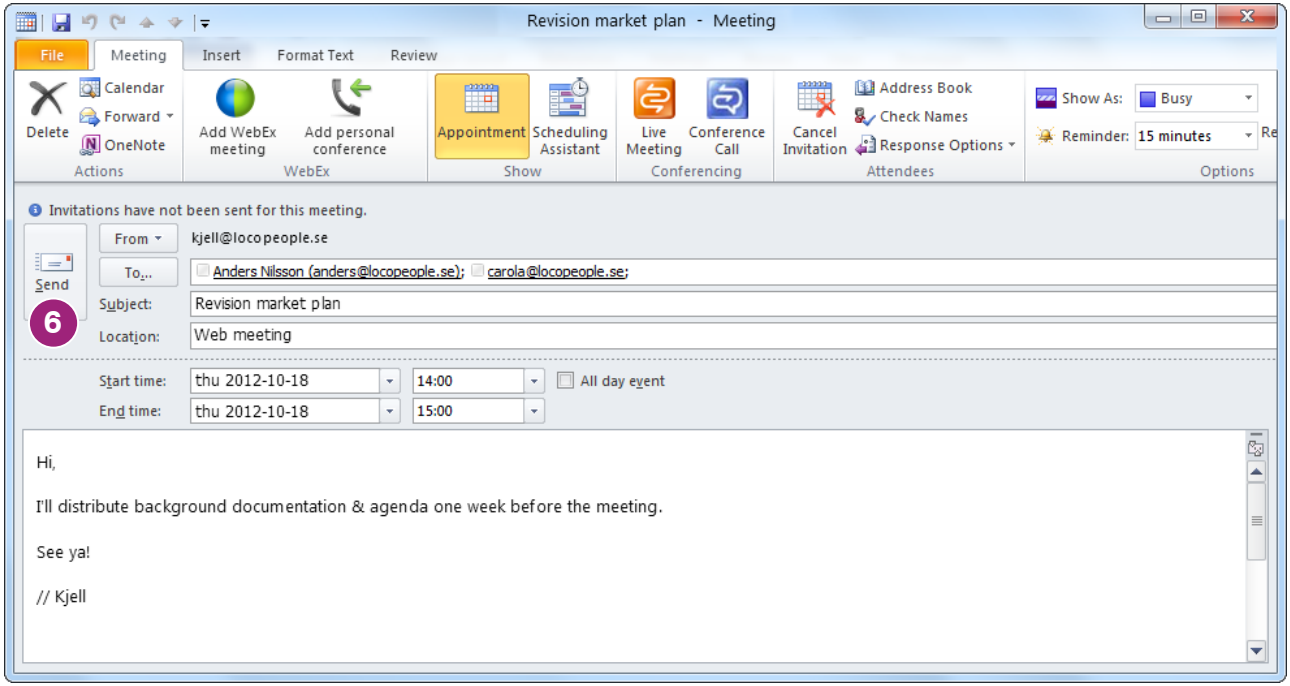
4 Your computer will open the WebEx settings dialogue box. Enter a meeting password of your choice.

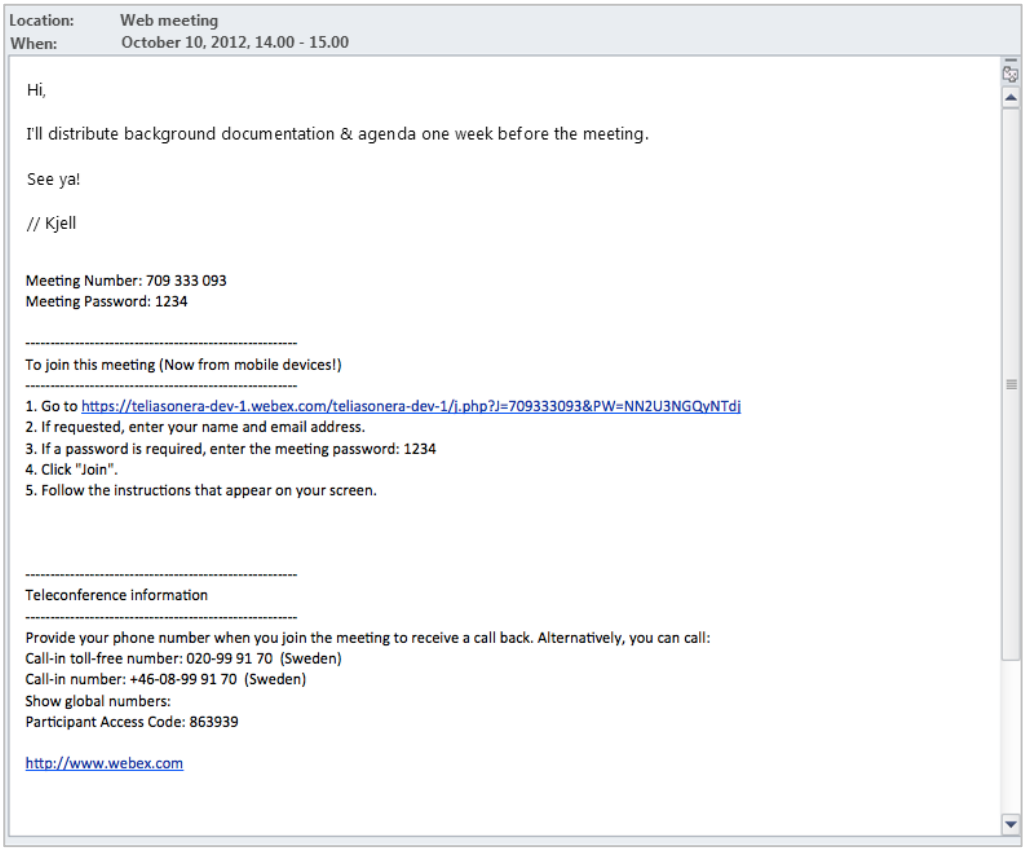
5 Click on the OK button.



6 You will return to the Outlook window for the meeting invitation. Click on the Send button.



The meeting participants will now receive an e-mail inviting them to your web meeting. The invitation includes complete information about the meeting.



Location: Web meeting
When: October 10, 2012, 14.00 - 15.00

Hi,

I'll distribute background documentation & agenda one week before the meeting.

See ya!

// Kjell

Meeting Number: 709 333 093
Meeting Password: 1234

To join this meeting (Now from mobile devices!)
---
1. Go to https://teliasonera-dev-1.webex.com/teliasonera-dev-1/j.php?J=709333093&PW=NN2U3NGQyNTdj
2. If requested, enter your name and email address.
3. If a password is required, enter the meeting password: 1234
4. Click "Join".
5. Follow the instructions that appear on your screen.

Teleconference information

Provide your phone number when you join the meeting to receive a call back. Alternatively, you can call:
Call-in toll-free number: 020-99 91 70 (Sweden)
Call-in number: +46-08-99 91 70 (Sweden)
Show global numbers:
Participant Access Code: 863939

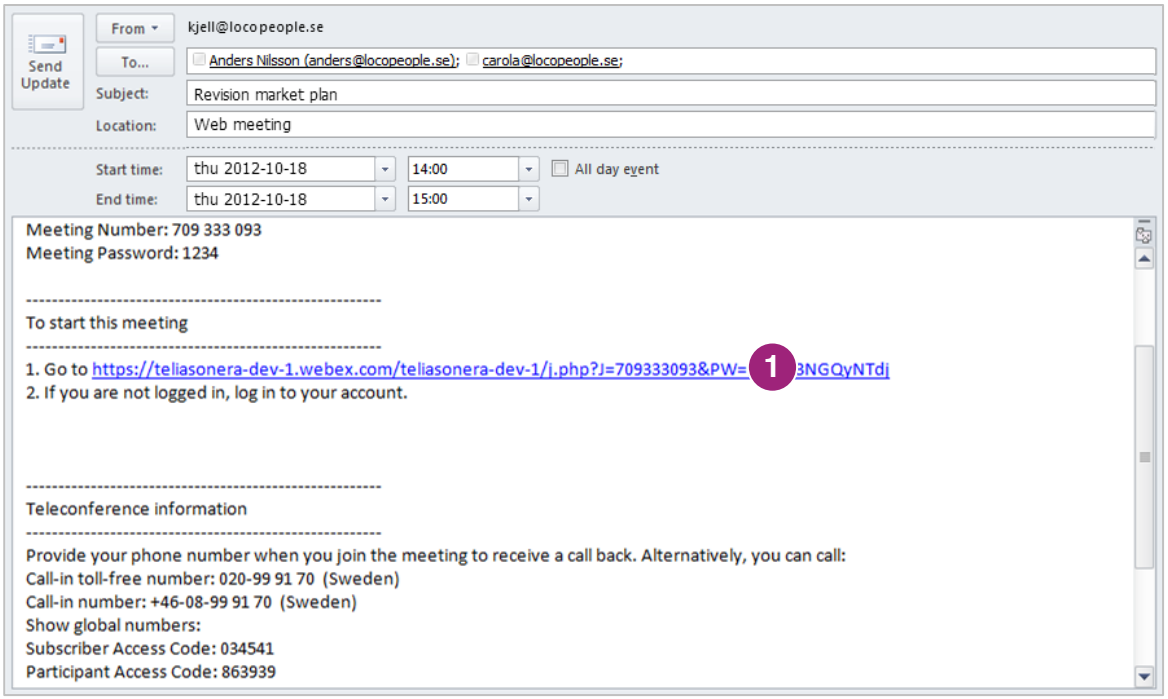
http://www.webex.com

Starting a scheduled web meeting

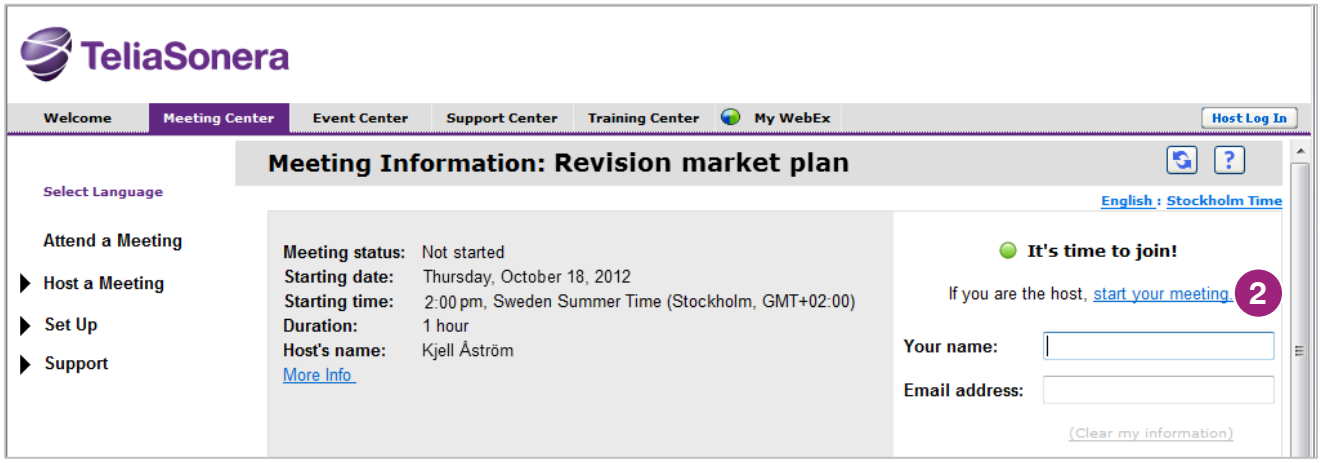
Just before the specified starting time, you should open the web meeting using the details saved by Outlook. You can show this information in two different ways:

- Option 1: If you have set a reminder for the meeting, Outlook will open a dialogue box with this reminder. Click on the Open (“Öppna”) button.
- Option 2: Open the calendar, go to Today (”I dag”) and double-click on the scheduled web meeting.

1 Outlook will present the web meeting details. Scroll down a little way and click on the start link:

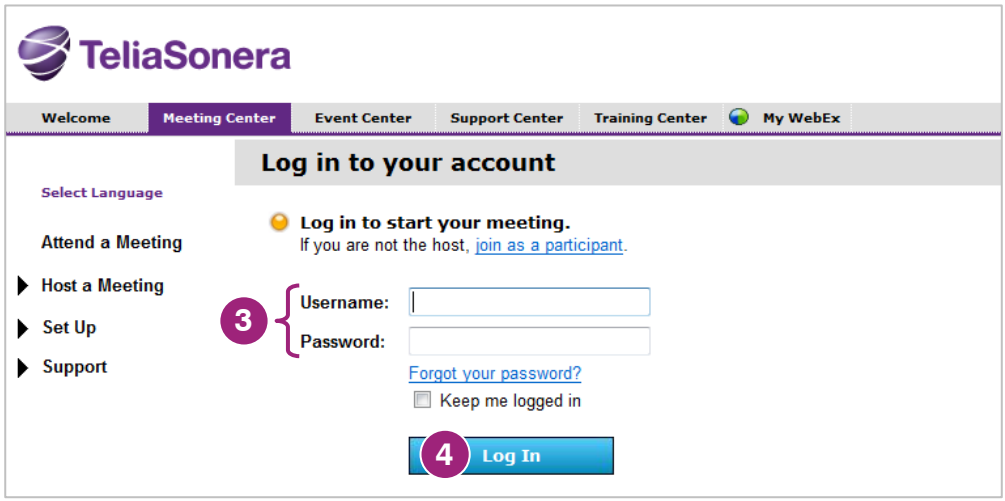


2 Your browser will open the following page in the web meeting service. Click on the start your meeting link.



3 The service opens the log-in page. Enter your user name and password.

4 Click on the Log in button.



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At the very first meeting, the following page will be opened. Via this page, you will install a browser add-on. The add-on is required in order for your computer to be able to deal with web meetings.

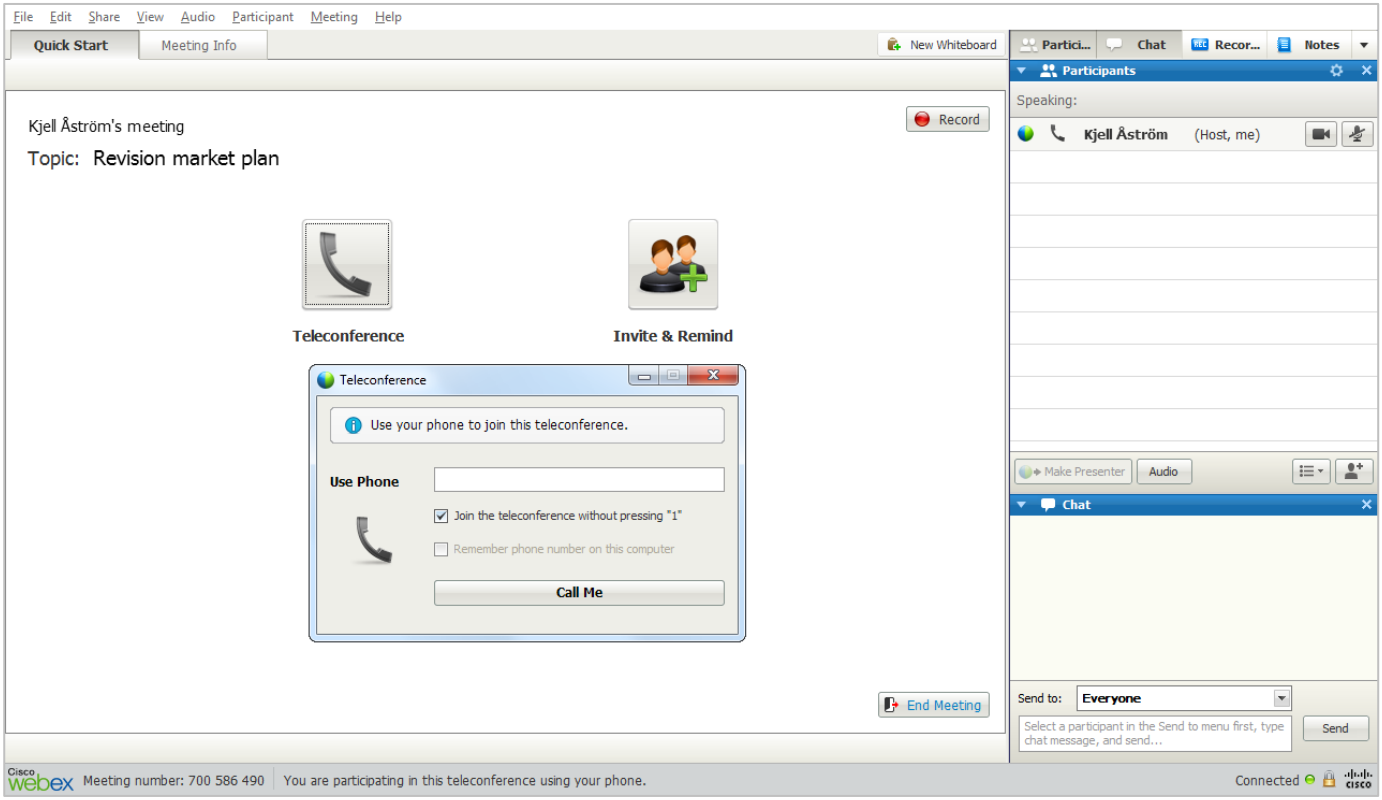
The next time you open a web meeting from the same computer, you will go straight to the meeting interface (see next page).

5a If you have Internet Explorer version 8, this is how it will appear in your browser window. Follow the description in accordance with steps 1, 2 and 3.

5b If you have Internet Explorer version 9 or later, this is how it will appear at the bottom of the window. Click on the Installera (“Install”) button.

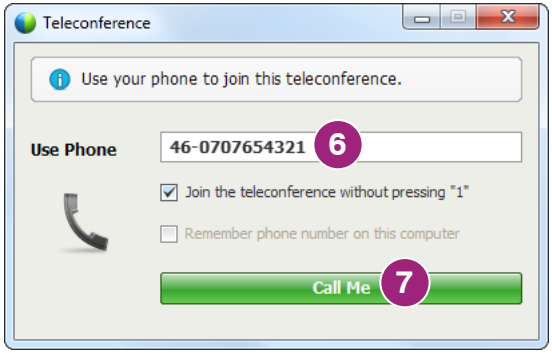
5c If you use a different browser, we recommend that you click on the Klicka här (“Click here”) button.

Once installation is complete, the meeting window will be shown in full-screen mode.



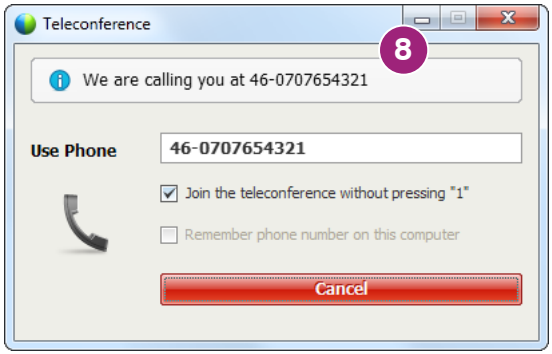
6 On top of the window is the telephone conference dialogue box. Enter the phone number that you want to be called on.

7 Click on the **Call Me** button.



Tip: You can save one or more telephone numbers that you want to be called on via the service's web interface. For more information, see **Appendix 5: Adding telephone numbers to My profile** on page 38 of this guide.

8 Once the call has been connected and you have answered it, the service will confirm that you have opened the telephone conference.



The dialogue box will then close automatically and the meeting can begin. Find out more in the User guide for host and meeting participants.

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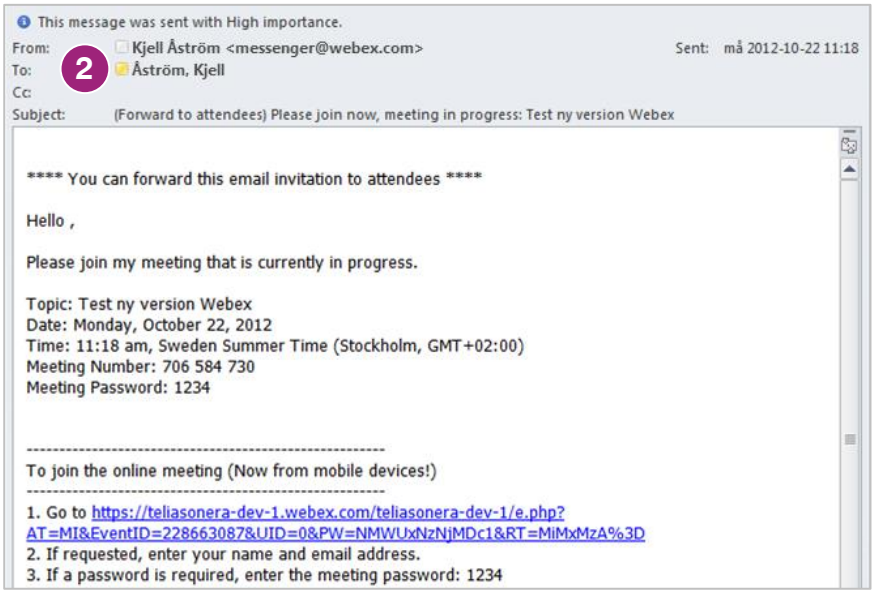
Starting a one-click meeting

1. Start Microsoft Outlook. Click on the One-click meeting tool button.

The service creates a meeting and opens the quick-start page in full-screen mode. The service also opens the telephone conference dialogue boxes shown on the previous page.

2. You will immediately receive an e-mail in your Outlook inbox. This e-mail contains all the administrative details relating to your one-click meeting. Switch to Outlook and forward this e-mail to the meeting participants.


This message was sent with High importance.
From: Kjell Åström <messenger@webex.com>
Sent: må 2012-10-22 11:18
To: Åström, Kjell
2
Cc:
Subject: (Forward to attendees) Please join now, meeting in progress: Test ny version Webex
**** You can forward this email invitation to attendees ****
Hello ,
Please join my meeting that is currently in progress.
Topic: Test ny version Webex
Date: Monday, October 22, 2012
Time: 11:18 am, Sweden Summer Time (Stockholm, GMT+02:00)
Meeting Number: 706 584 730
Meeting Password: 1234
To join the online meeting (Now from mobile devices!)
1. Go to https://teliasonera-dev-1.webex.com/teliasonera-dev-1/e.php?AT=MI&EventID=228663087&UID=0&PW=NMWUxNzNjMDc1&RT=MiMxMzA%3D
2. If requested, enter your name and email address.
3. If a password is required, enter the meeting password: 1234

Find out more about managing the meeting in the User guide for host and meeting participants.

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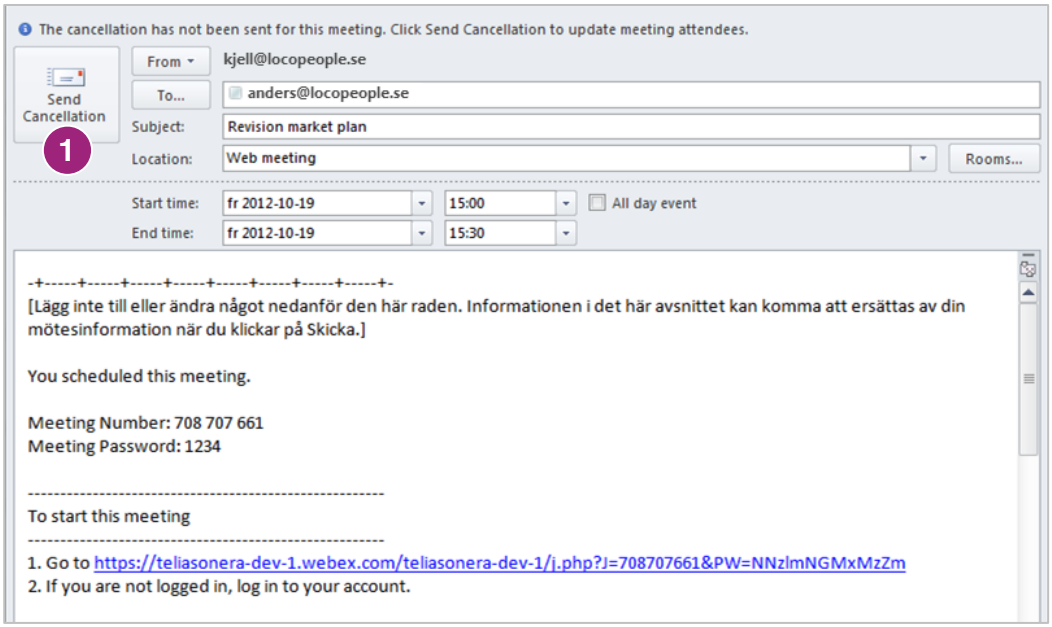
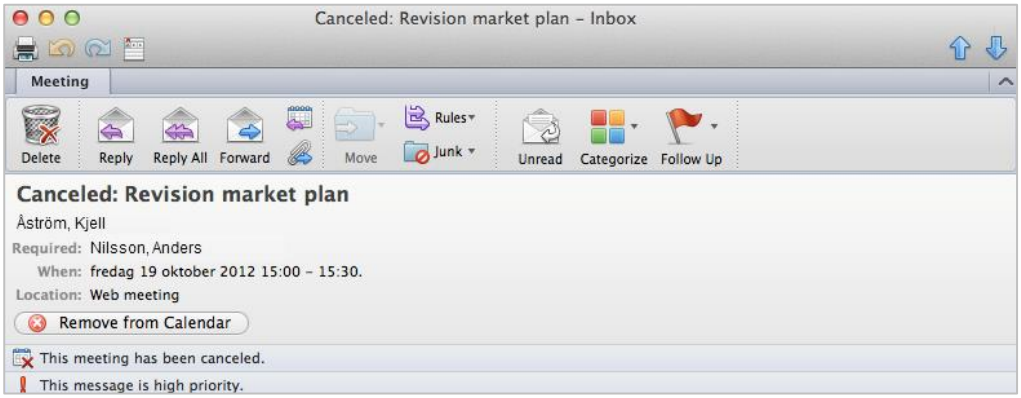
Cancelling a web meeting

Start Microsoft Outlook, find the scheduled web meeting in the calendar and cancel it in the normal Outlook way. The meeting will also be cancelled in Telia Webbmöte Meeting Center.

1. Outlook will create an e-mail about the cancelled meeting. Click on the Send cancellation button.



The invitees will now receive an e-mail to say that the meeting has been cancelled, and they can remove it from their calendars in the normal Outlook way.



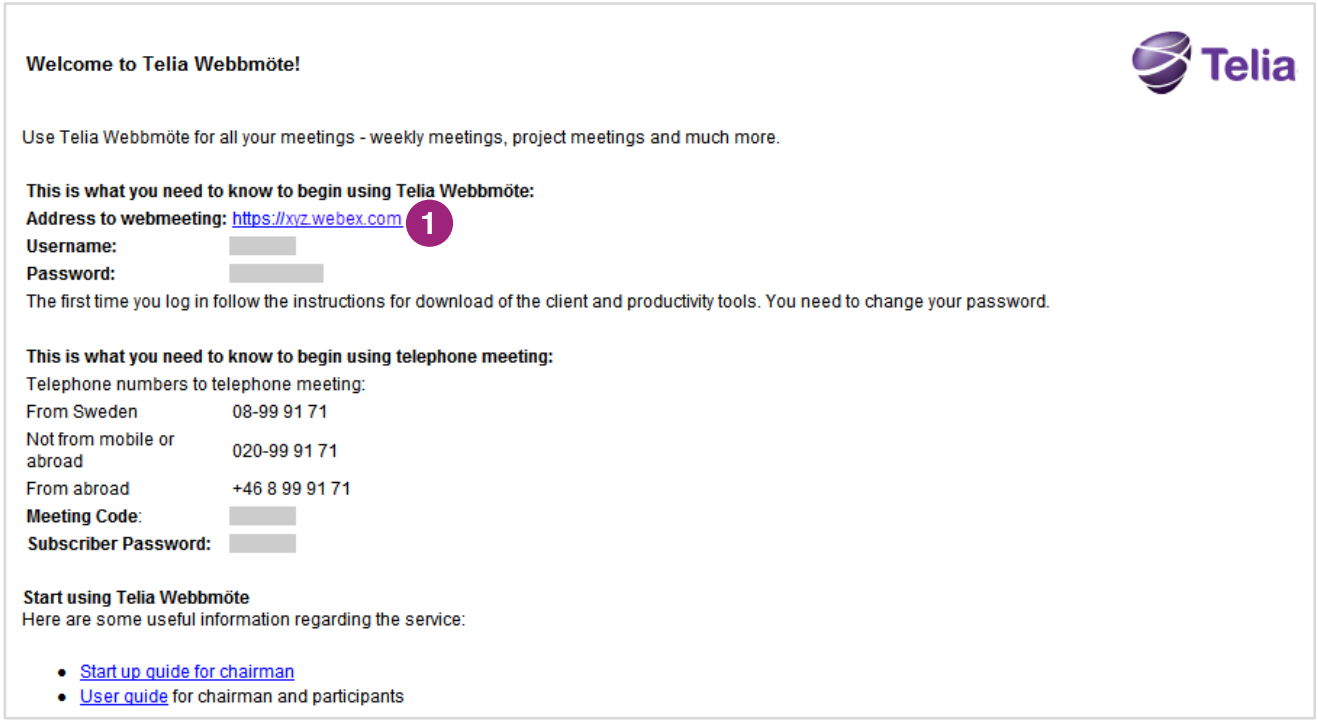
Appendix 1: Changing your password

You will have received an e-mail from Telia with the subject line Welcome to Telia Webbmöte. In this e-mail, you will find:

- Your company's own URL for the service's homepage
- Your user name
- A temporary password that you will use only for your first login

For security reasons, once you have logged in using the temporary password the service will require you to change it to a personal password of your choice. Do the following:

1. Open the e-mail and click on the link labelled Address to webmeeting.



Welcome to Telia Webbmöte!

Use Telia Webbmöte for all your meetings - weekly meetings, project meetings and much more.

This is what you need to know to begin using Telia Webbmöte:

Address to webmeeting: https://xyz.webex.com 1

Username:

Password:

The first time you log in follow the instructions for download of the client and productivity tools. You need to change your password.

This is what you need to know to begin using telephone meeting:

Telephone numbers to telephone meeting:

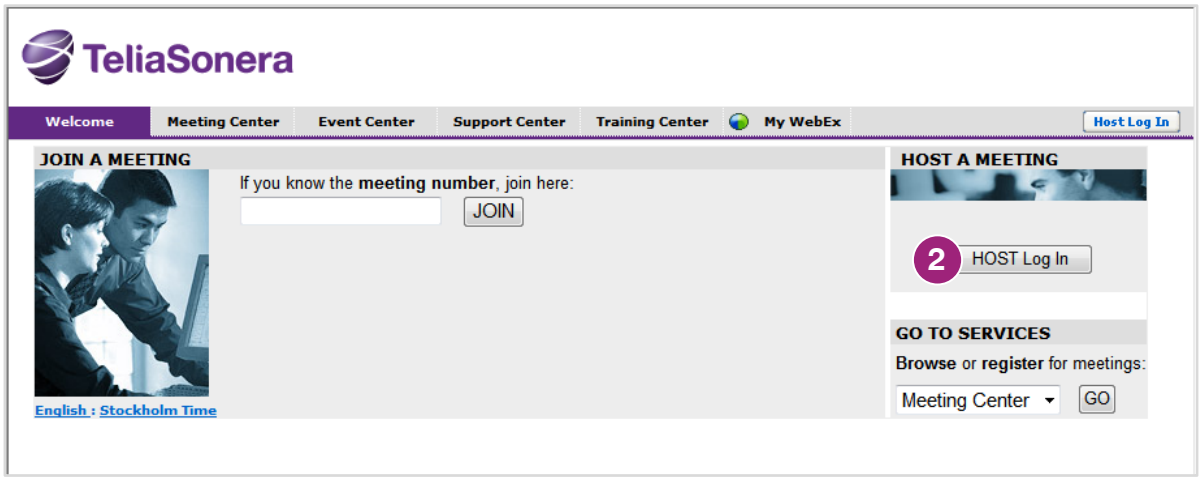
From Sweden	08-99 91 71
Not from mobile or abroad	020-99 91 71
From abroad	+46 8 99 91 71
Meeting Code:	
Subscriber Password:	

Start using Telia Webbmöte

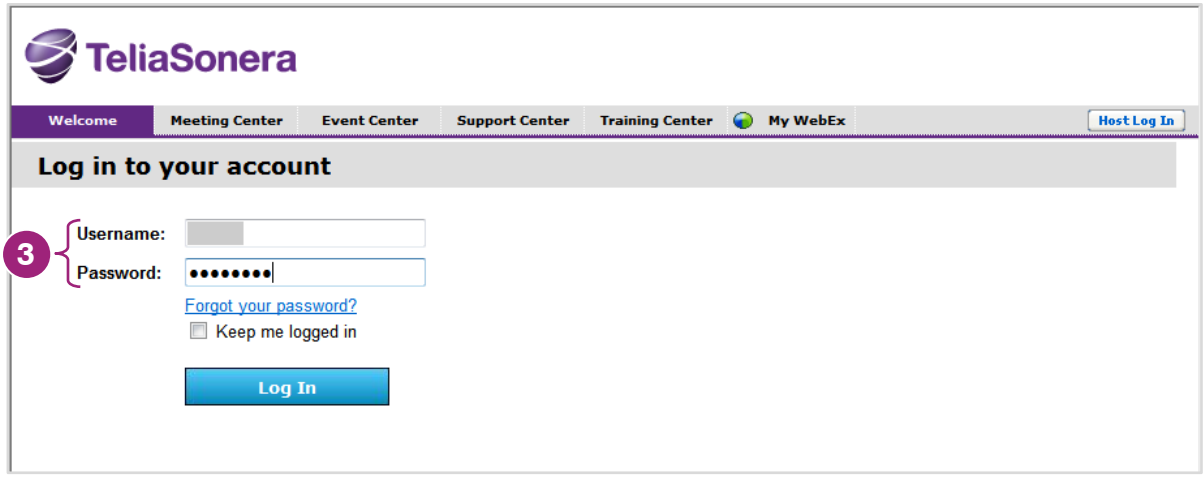
Here are some useful information regarding the service:

- Start up guide for chairman
- User guide for chairman and participants

2 Your browser will open the service's homepage. Click on the HOST Log In button.



3 Enter your user name and the temporary password from the e-mail entitled Welcome to Telia Webbmöte.



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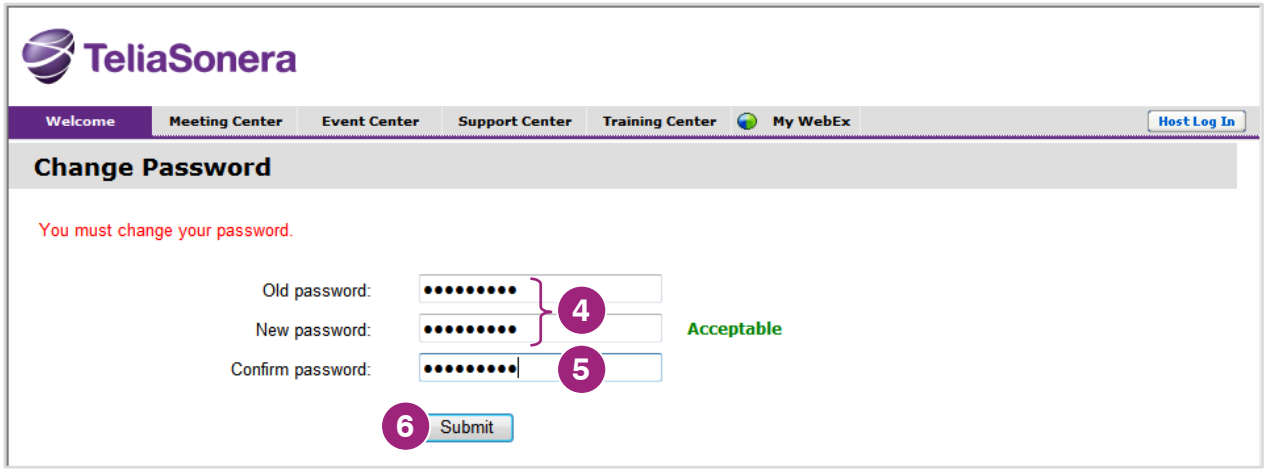
4 The service opens a page where you can change your password. Enter the temporary password and your new password. The service analyses the new password and displays the word Acceptable if it is sufficiently strong.

5 Enter your new password once more.

6 Click on the Submit button.



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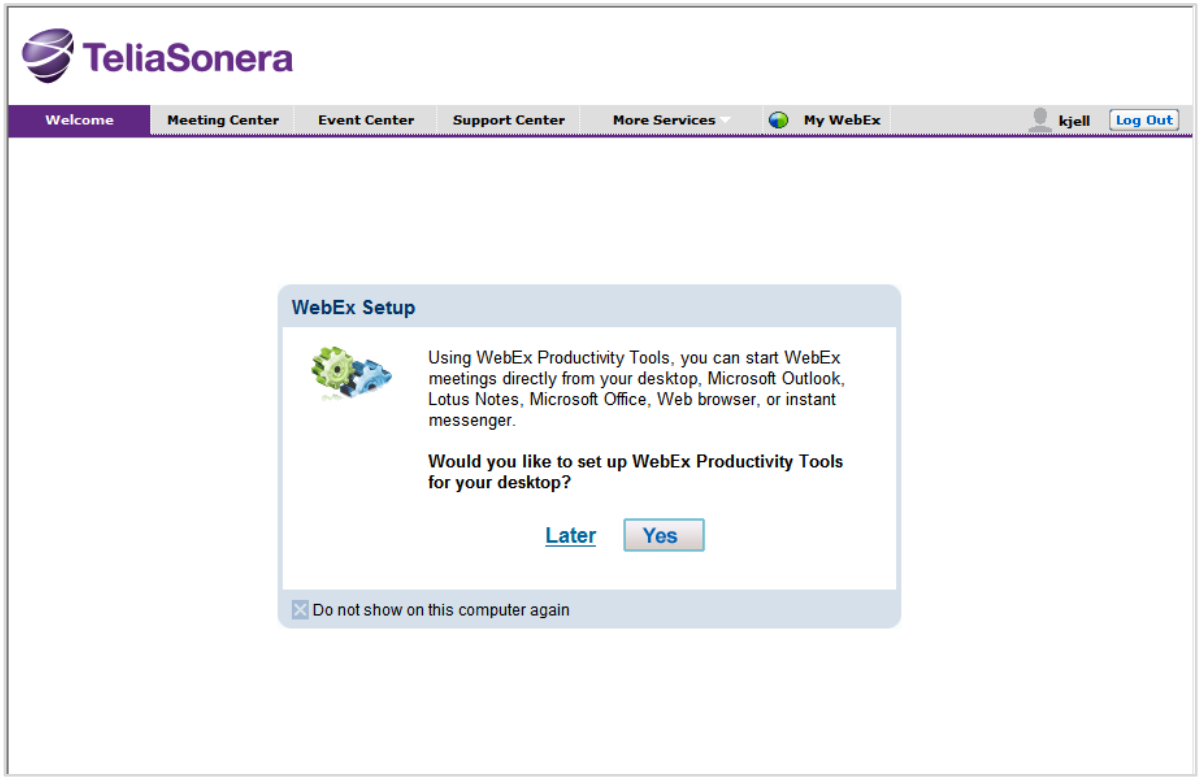
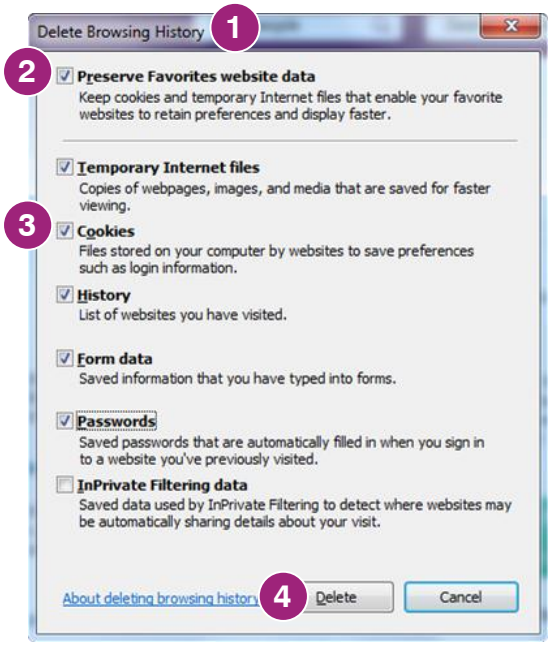
Your browser will show the service's welcome page. If you want to install the WebEx productivity tool, continue on the next page.


TeliaSonera
Welcome
Meeting Center
Event Center
Support Center
More Services
My WebEx
kjell
Log Out
WebEx Setup
Using WebEx Productivity Tools, you can start WebEx meetings directly from your desktop, Microsoft Outlook, Lotus Notes, Microsoft Office, Web browser, or instant messenger.
Would you like to set up WebEx Productivity Tools for your desktop?
Later
Yes
Do not show on this computer again

Appendix 2: Removing cookies

In certain cases, cookies (small data files saved on your computer when you visit various websites) can affect the use and adaptation of Telia Webbmöte. We therefore recommend that you remove cookies from time to time. How you do this depends on which browser you use. The following description applies to Internet Explorer 9. If you use a different browser, consult the help function.

1. Press Ctrl-Shift-Del. Internet Explorer will open the Delete Browsing History dialogue box.
2. Uncheck the Preserve Favorites website data check box.
3. Check the Cookies check box. (You can choose any settings for the remaining check boxes.)
4. Click on the Delete button.


Delete Browsing History
1
2
Preserve Favorites website data
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
Temporary Internet files
Copies of webpages, images, and media that are saved for faster viewing.
3
Cookies
Files stored on your computer by websites to save preferences such as login information.
History
List of websites you have visited.
Form data
Saved information that you have typed into forms.
Passwords
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
InPrivate Filtering data
Saved data used by InPrivate Filtering to detect where websites may be automatically sharing details about your visit.
About deleting browsing history
4
Delete
Cancel

Your browser will confirm the action via a message at the bottom of the program window.

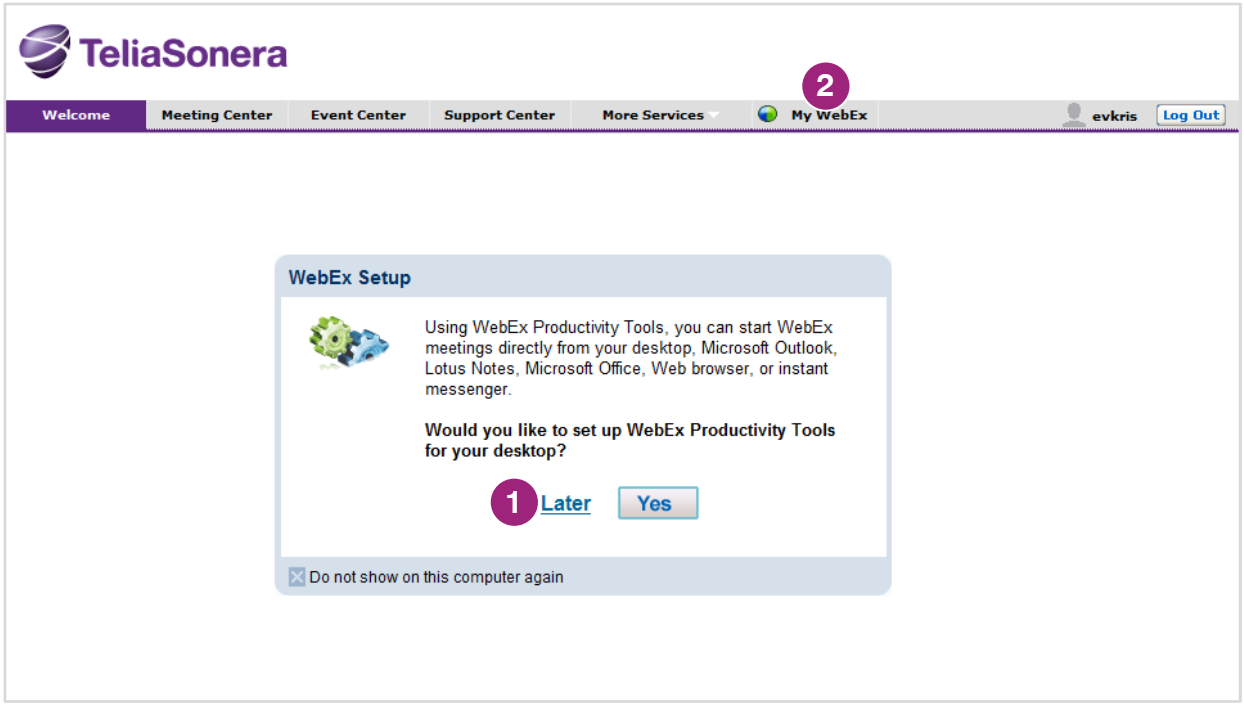
Appendix 3: Installing the WebEx productivity tool

N.B. Under certain circumstances, cookies may affect the installation of the WebEx productivity tool. We therefore recommend that you remove cookies before continuing. See **Appendix 2** on page 21.

(If you are not already logged in:) Open the service's homepage, click on the Host Log in button and log in using your user name and personal password. See **Appendix 1** on page 17.

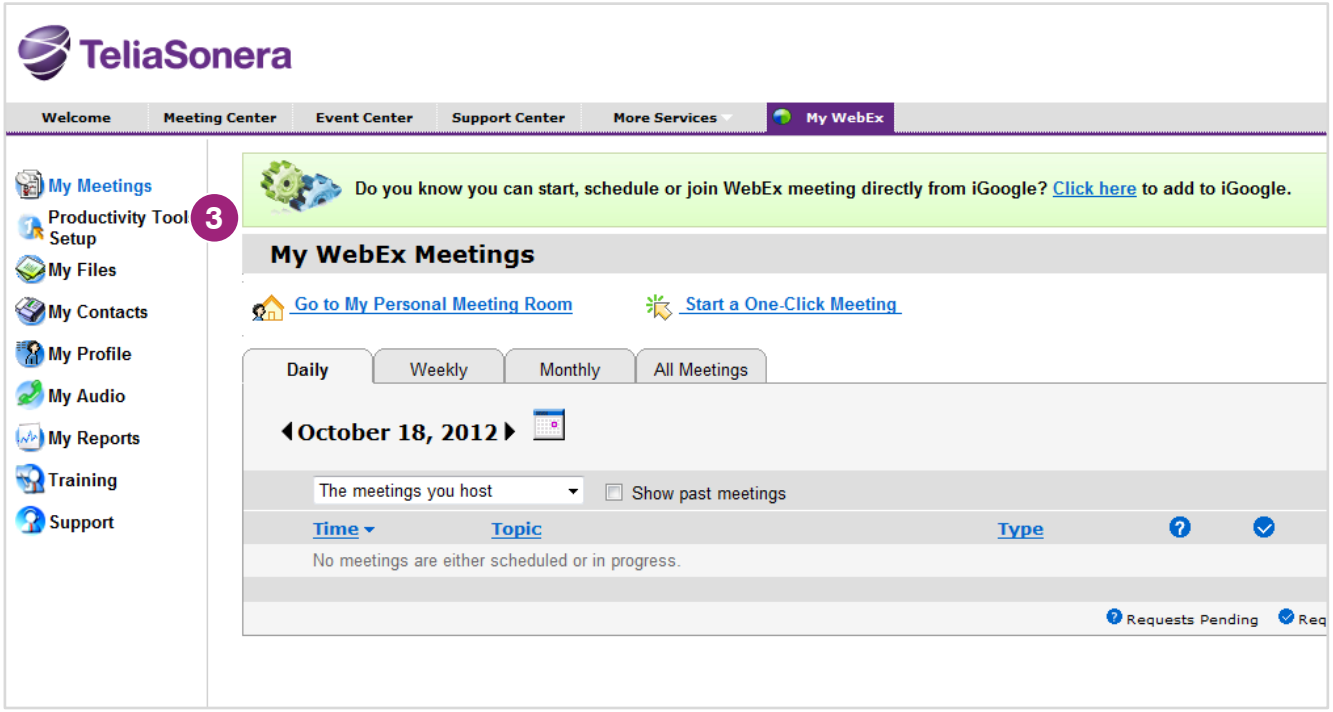
The service opens a dialogue box which gives the option of installing the productivity tool. However, this routine has certain technical restrictions and you should therefore carry out the installation manually in the following way.

1. Click on the Later link.
2. Click on the My WebEx tab.



Telia

3 Click on the Productivity Tool Setup menu option in the main menu.



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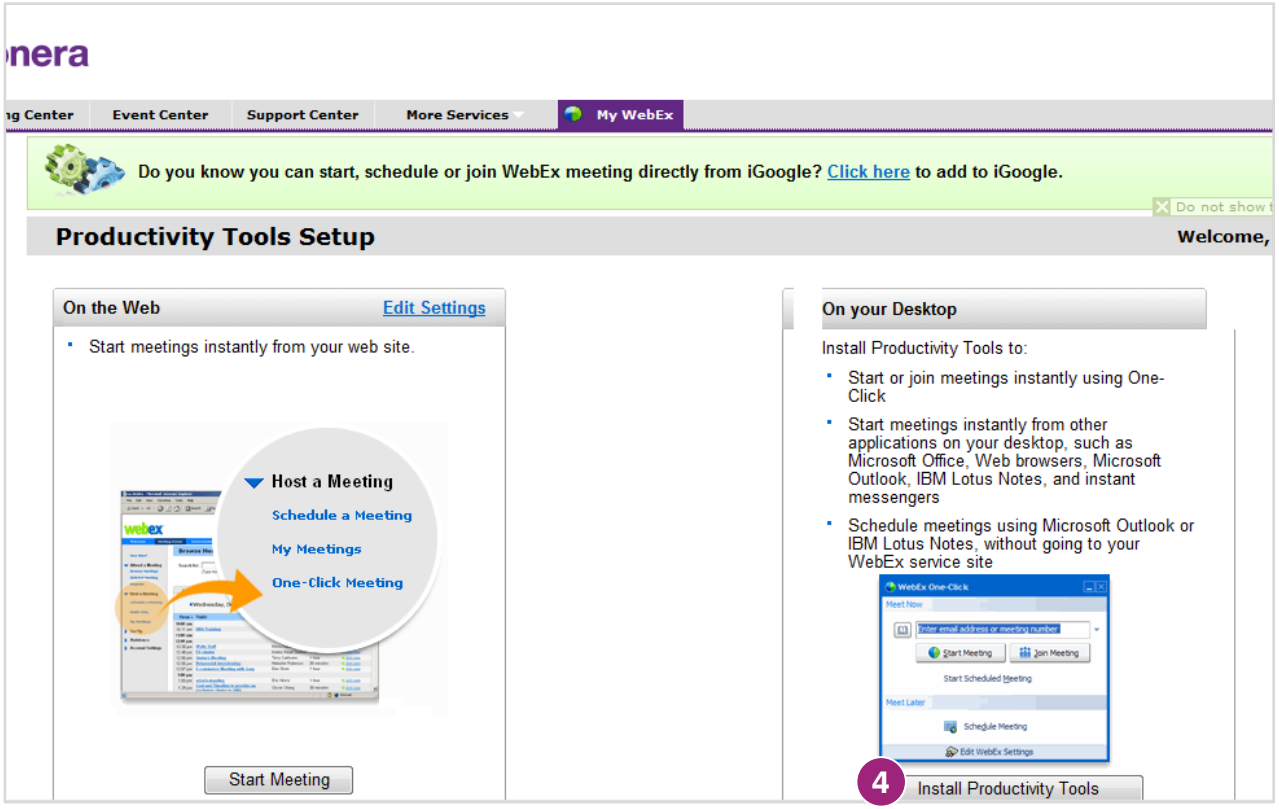
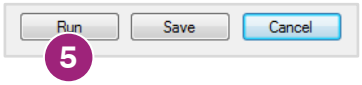
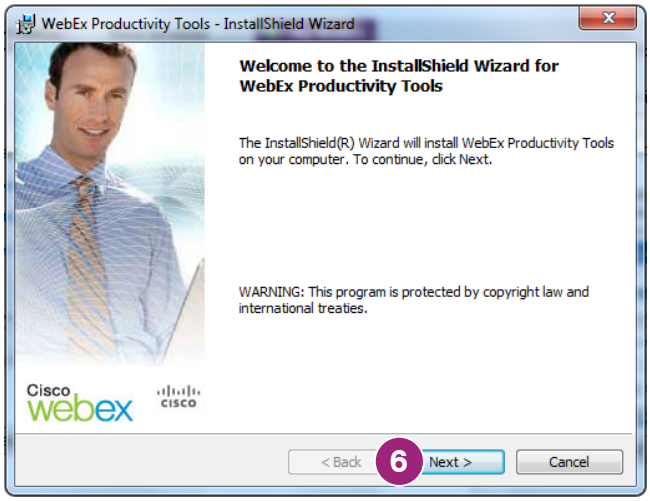
4 Click on the Install Productivity Tools button.


nera
g Center
Event Center
Support Center
More Services
My WebEx
Do you know you can start, schedule or join WebEx meeting directly from iGoogle? Click here to add to iGoogle.
Do not show t
Productivity Tools Setup
Welcome,
On the Web
Edit Settings
Start meetings instantly from your web site.
Host a Meeting
Schedule a Meeting
My Meetings
One-Click Meeting
Start Meeting
On your Desktop
Install Productivity Tools to:
Start or join meetings instantly using One-Click
Start meetings instantly from other applications on your desktop, such as Microsoft Office, Web browsers, Microsoft Outlook, IBM Lotus Notes, and instant messengers
Schedule meetings using Microsoft Outlook or IBM Lotus Notes, without going to your WebEx service site
4
Install Productivity Tools

5 Your computer will open a dialogue box. The appearance may vary depending on which browser you use, but somewhere in the box you will find this set of buttons. Click on the Run button.

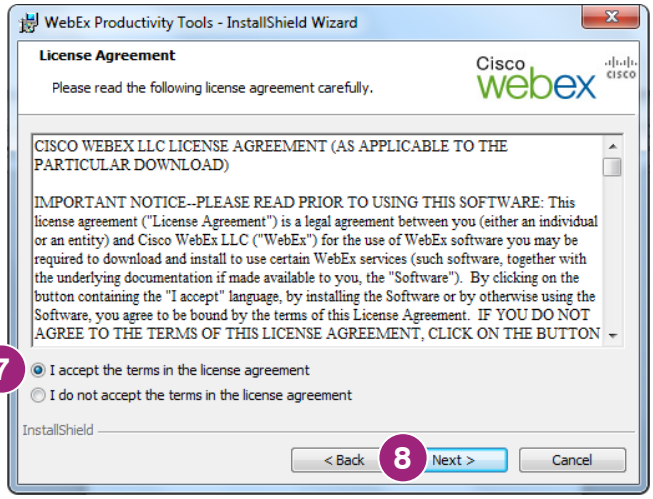


6 Your computer will open the WebEx Productivity Tools – Installation Wizard.
Click on the Next button.


WebEx Productivity Tools - InstallShield Wizard
Welcome to the InstallShield Wizard for WebEx Productivity Tools
The InstallShield(R) Wizard will install WebEx Productivity Tools on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
Cisco webex
cisco
< Back
6
Next >
Cancel

7 Select the I accept the terms of the licence agreement radio button.

8 Click on the Nästa (“Next”) button.


WebEx Productivity Tools - InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
Cisco webex
cisco
CISCO WEBEX LLC LICENSE AGREEMENT (AS APPLICABLE TO THE PARTICULAR DOWNLOAD)
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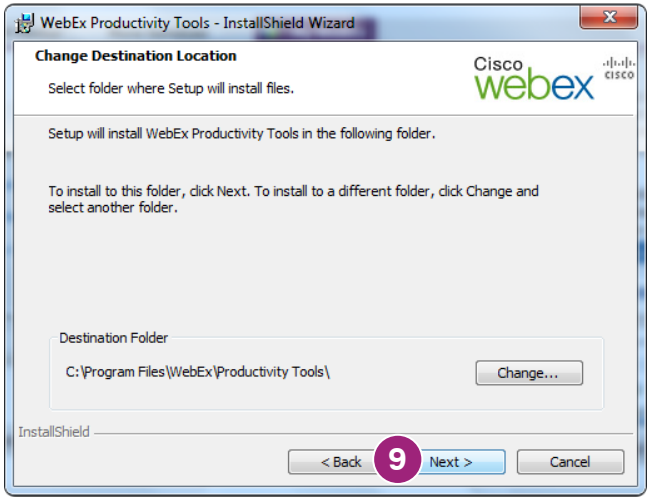
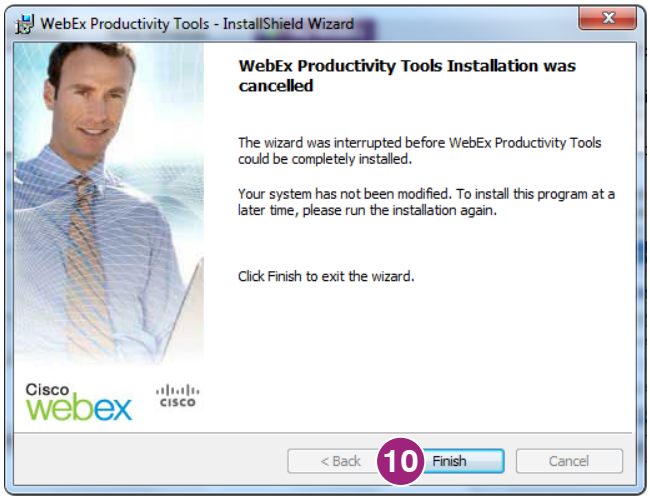
7
I accept the terms in the license agreement
I do not accept the terms in the license agreement
InstallShield
< Back
8
Next >
Cancel

Telia

9 Accept the wizard's choice of installation folder by clicking on the Next button.


WebEx Productivity Tools - InstallShield Wizard
Change Destination Location
Select folder where Setup will install files.
Cisco webex
Setup will install WebEx Productivity Tools in the following folder.
To install to this folder, click Next. To install to a different folder, click Change and select another folder.
Destination Folder
C:\Program Files\WebEx\Productivity Tools\
Change...
InstallShield
< Back
9
Next >
Cancel

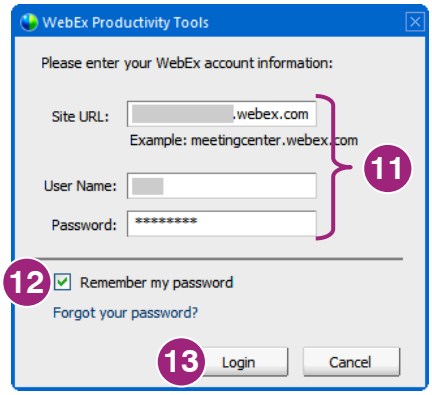
10 Once the installation wizard is completed, this is confirmed by the following dialogue box. Click on the Finish button.


WebEx Productivity Tools - InstallShield Wizard
WebEx Productivity Tools Installation was cancelled
The wizard was interrupted before WebEx Productivity Tools could be completely installed.
Your system has not been modified. To install this program at a later time, please run the installation again.
Click Finish to exit the wizard.
Cisco webex
< Back
10
Finish
Cancel

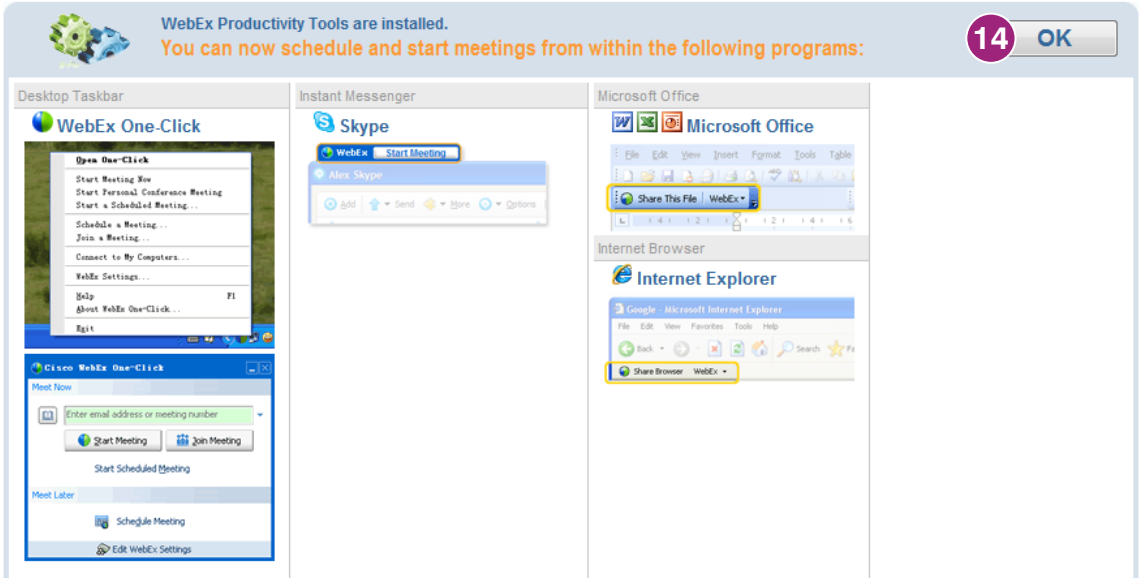
11 The WebEx Productivity Tools dialogue box will be opened. Enter your login details. You can find the URL and your user name in the e-mail entitled Welcome to Telia Webbmöte (see **Appendix 1** on page 17). The password should be the new password that you chose when logging in for the first time.

12 Check that the Remember my password check box has been checked.

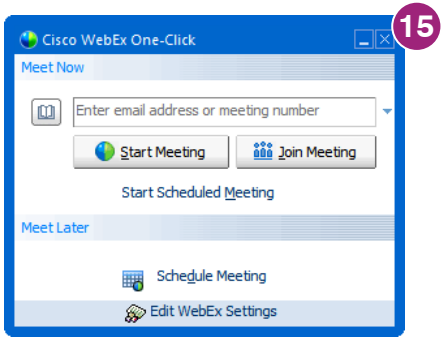
13 Click on the Login button.



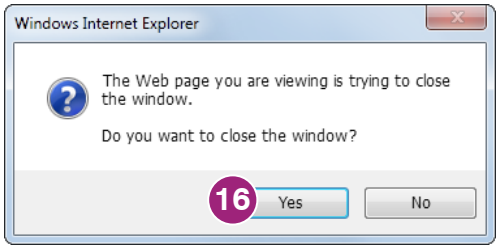
14 The installation is now complete. Your browser will display the following dialogue box, which confirms that you can schedule and open meetings from various programs on your computer and from the task bar on your desktop. Click on the OK button.



15 As well as the preceding dialogue box, the following box will also be opened. Close it by clicking on the cross in the top right-hand corner.



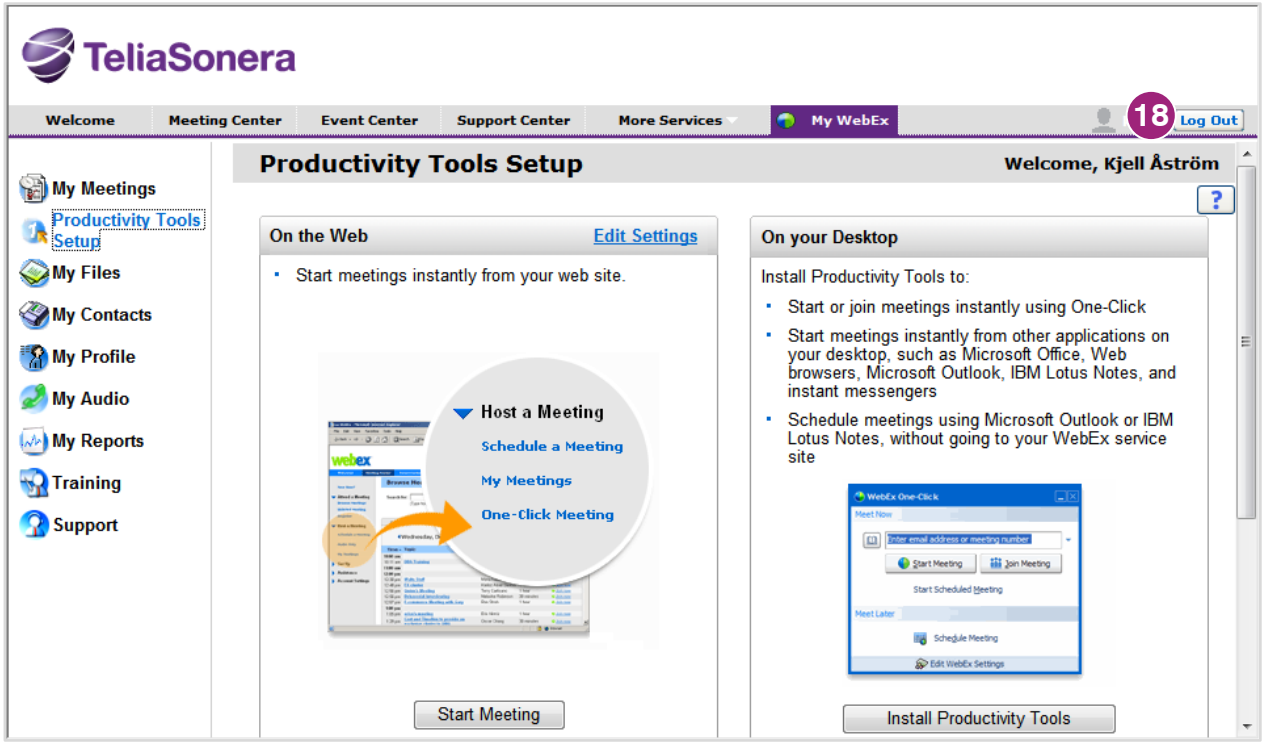
16 Depending on which browser you use, you might see the following dialogue box. If so, click on the Yes button.


Windows Internet Explorer
The Web page you are viewing is trying to close the window.
Do you want to close the window?
16
Yes
No

You will now return to Telia Webbmöte's administrative interface in your browser. Depending on which browser you use, a dialogue box may be opened containing a check question to confirm whether you want to activate the WebEx productivity tool add-on.

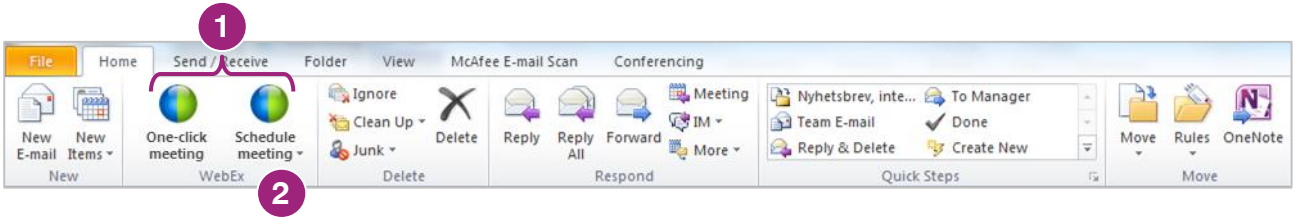
If you want to be able to schedule or start web meetings directly from your browser, click on Activate. Otherwise, click on Don't activate.

18 Log out from the service by clicking on the Log out button.

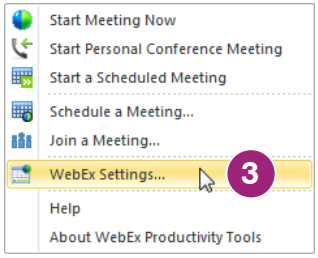


Checking the results and changing account settings

1. The programs presented in the dialogue box in point 14 above will now have new menu options. Start Microsoft Outlook and check that you can see the new One-click meeting and Schedule meeting tool buttons.
2. Click on the lower part of the Schedule meeting button to open the context menu.



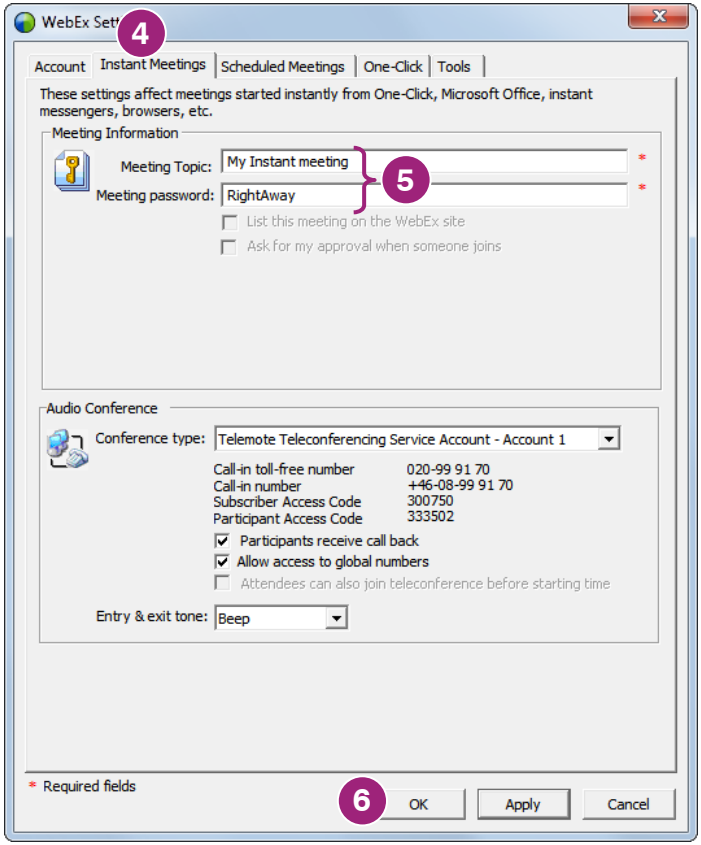
3. Click on the WebEx Settings… menu option.



4 The WebEx-Settings dialogue box will be opened. Click on the Instant Meetings tab.

5 Enter a subject and password. These will apply for all your direct meetings, i.e. meetings that you start immediately via the “One-click meeting” tool or menu options in Windows, Office suite programs, Outlook, Internet Explorer, instant messaging programs, etc.

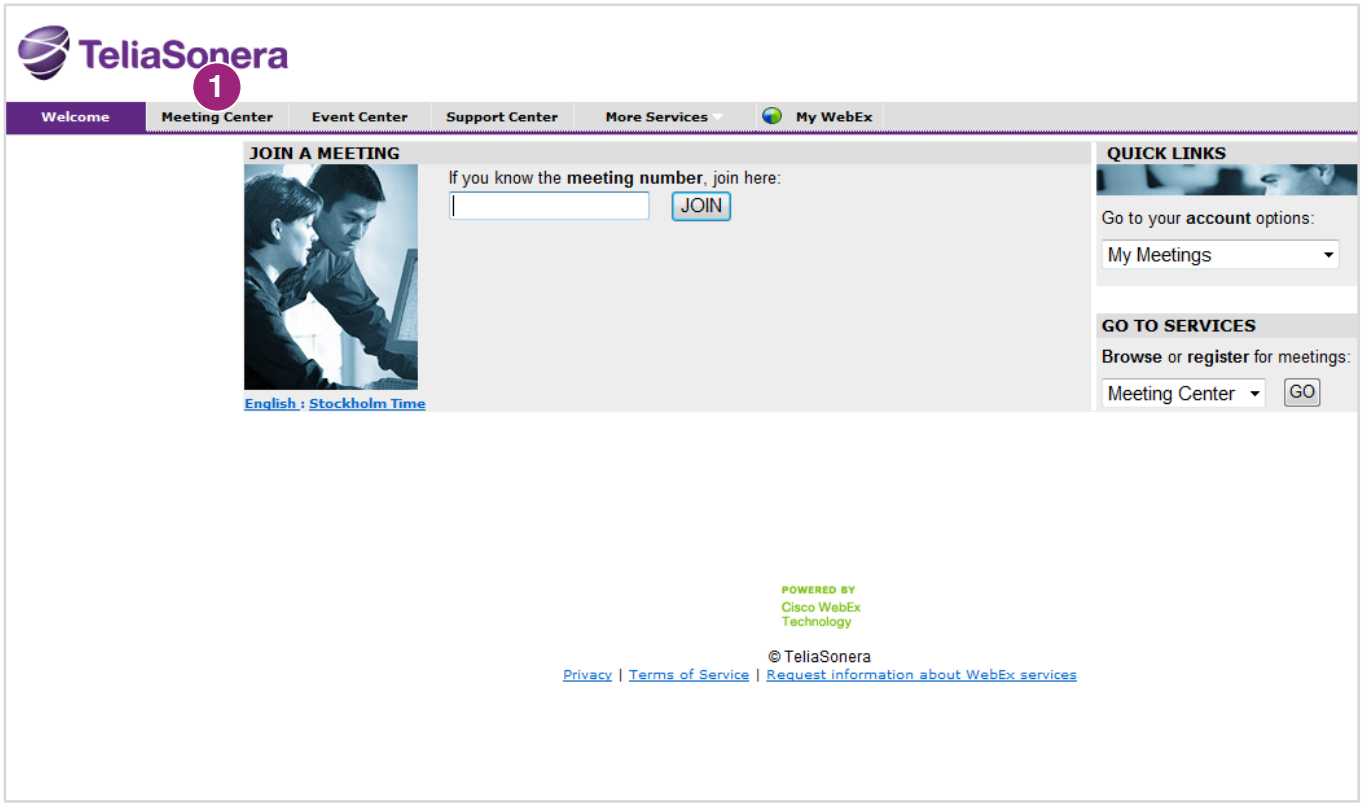
6 Click on the OK button.



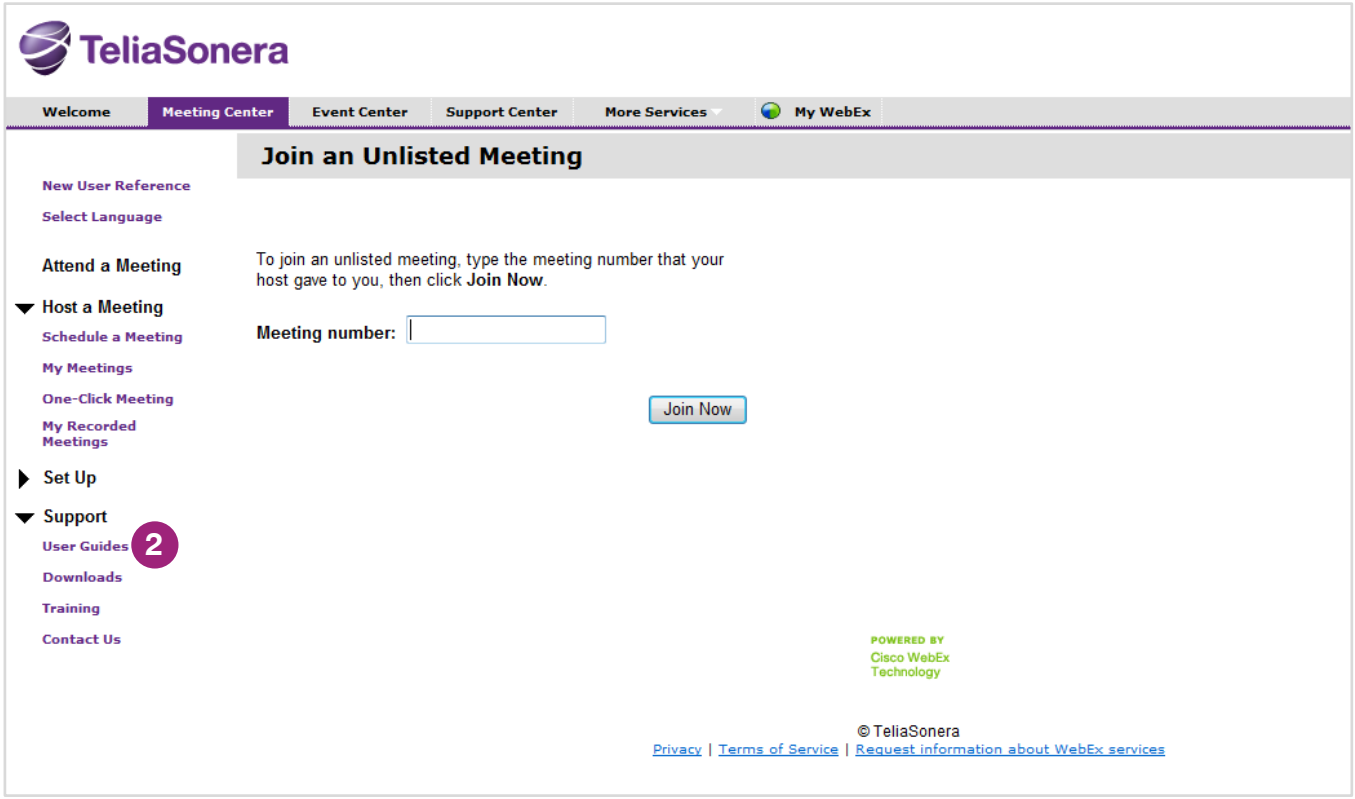
Appendix 4: Finding support for Telia Webbmöte

Open the service's homepage, click on the HOST Log in button and log in using your user name and personal password. See **Appendix 1** on page 17.

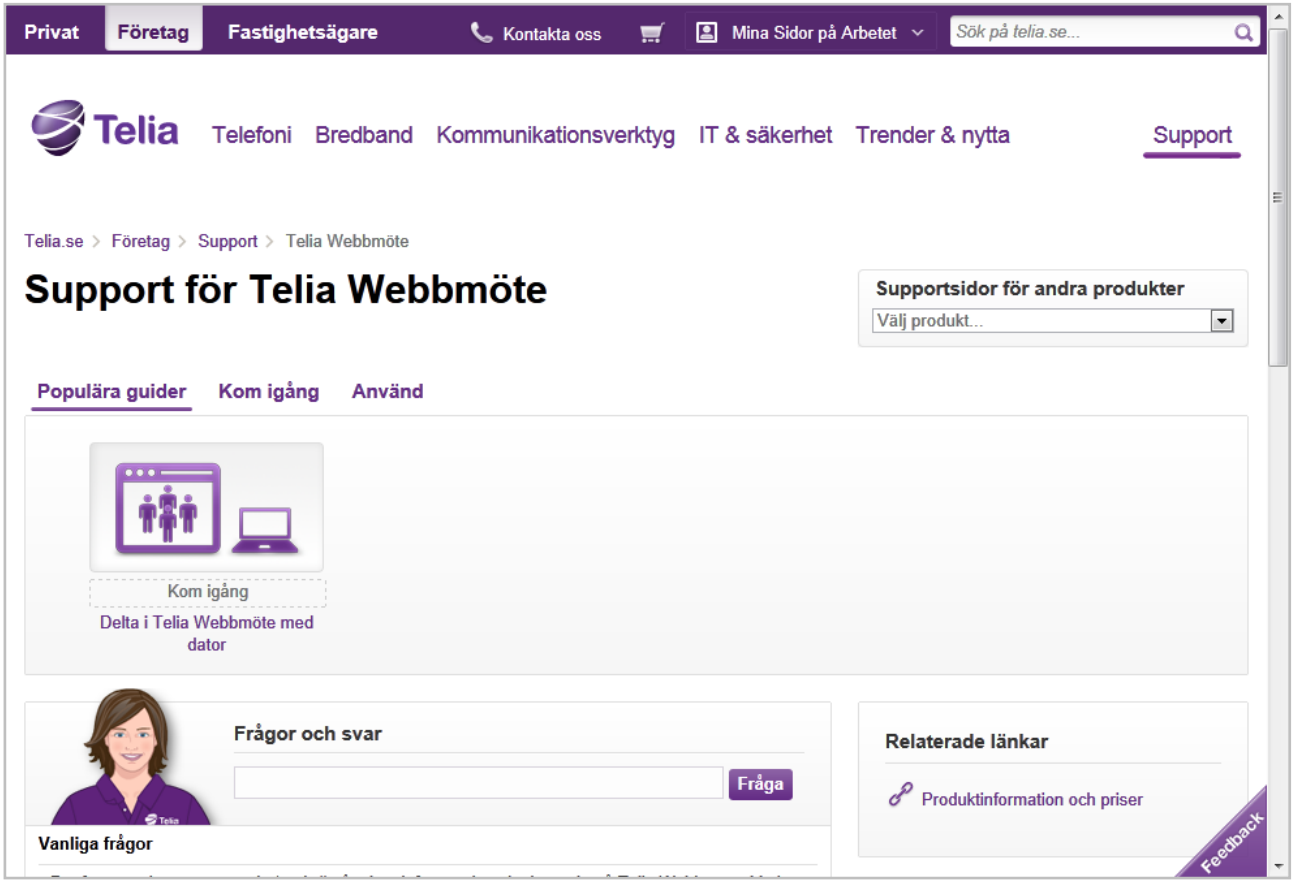
1. Click on the Meeting Center tab.



2 Click on the User Guides menu option.



A new Internet Explorer window will open, showing Telia's support page for Webbmöte (the address is http://www.telia.se/foretag/support/teliawebbmote). Use the navigation tabs and links to find adequate information.

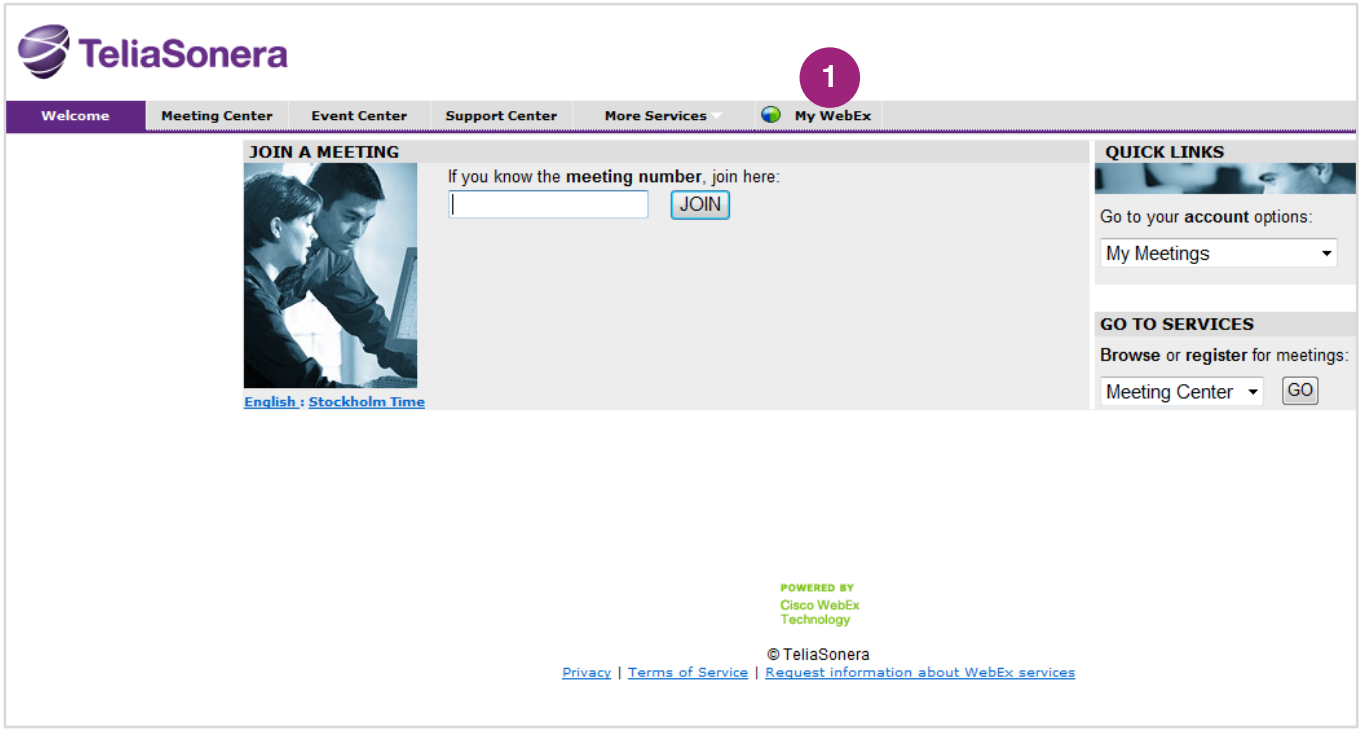


Appendix 5: Adding telephone numbers to My Profile

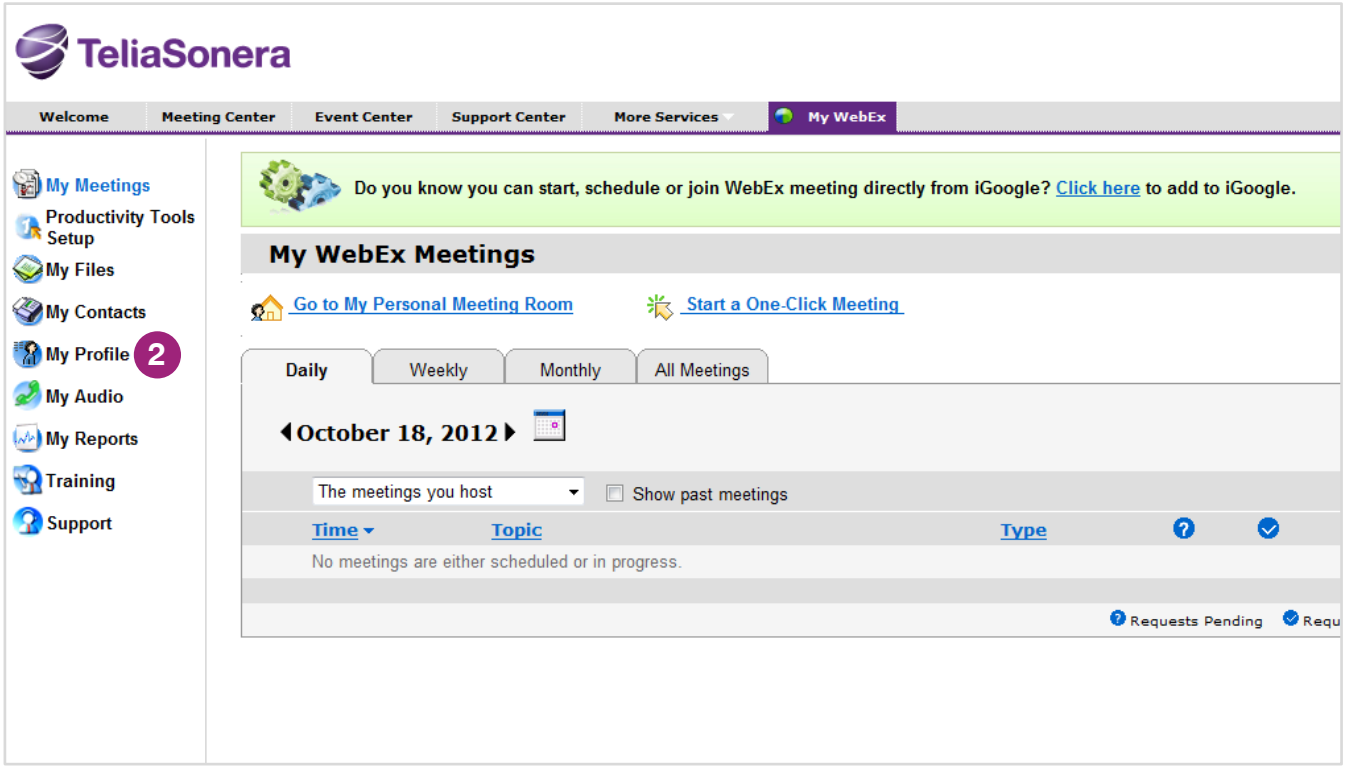
N.B. Depending on which operating system your computer uses, the telephone numbers that you add to My profile may be deleted if you remove cookies on your computer. These details will also be unavailable to you if you log in to Telia Webbmöte from a different computer to the one on which you saved the numbers. In this case, however, the details will still be saved on your computer. You can find out more about cookies in **Appendix 2** on page 21.

Open the service's homepage, click on the Host Log in button and log in using your user name and personal password. See **Appendix 1** on page 17.

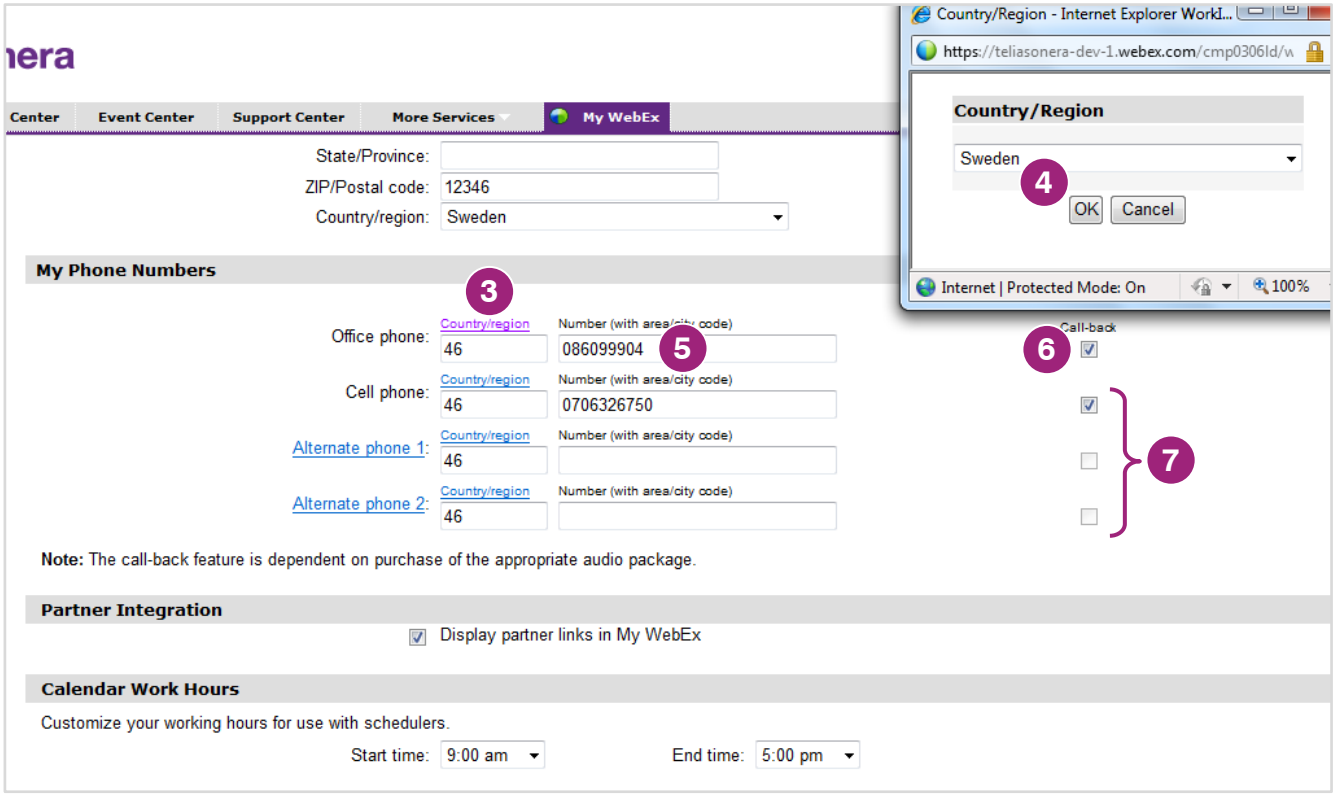
1. Click on the My WebEx tab.



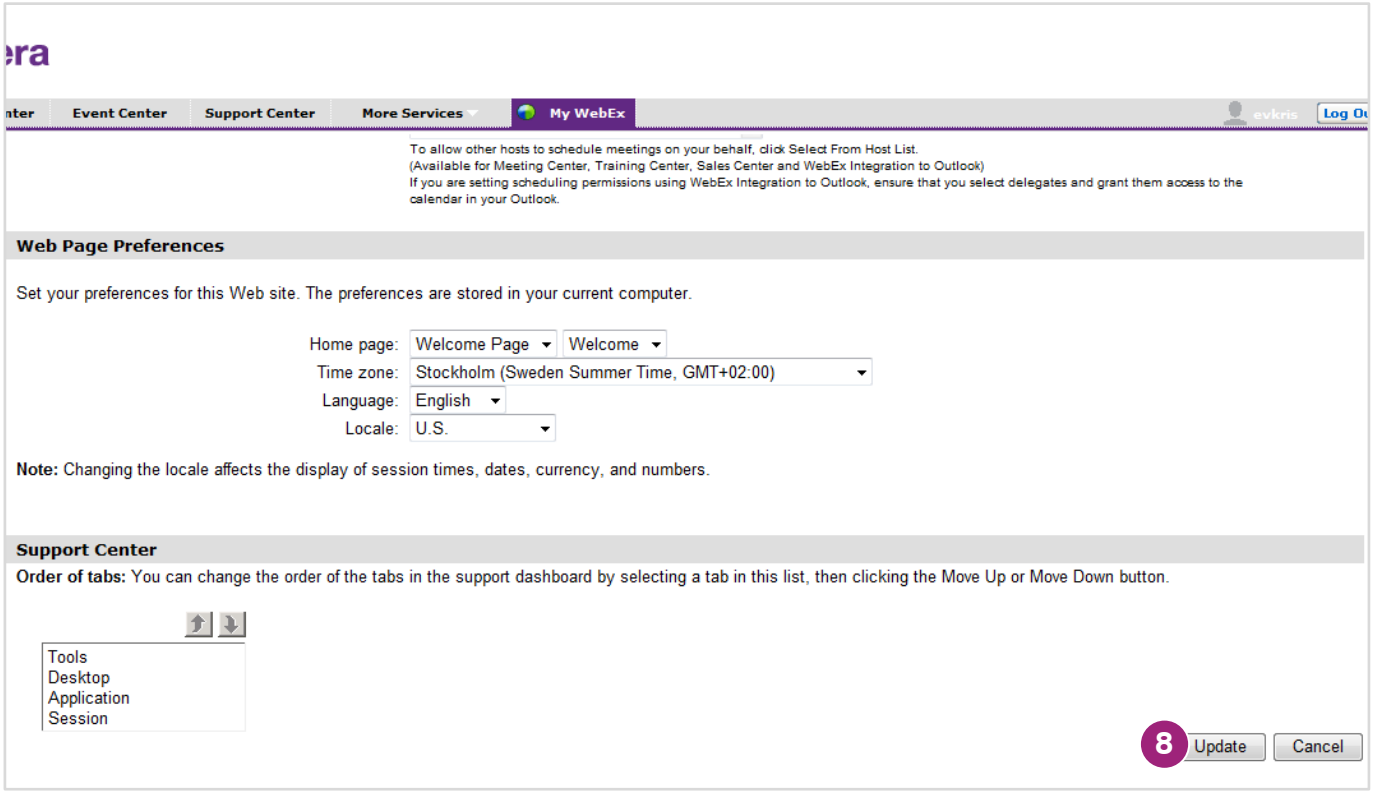
2 Click on the My Profile menu option.



3. Click on the Country/region link.
4. The service will show the Country/Region dialogue box. Open the drop-down list, select Sweden and click on the OK button.
5. Enter the telephone number, including the full dialling code.
6. Check the check box for this number.
7. Continue adding more telephone numbers if required.

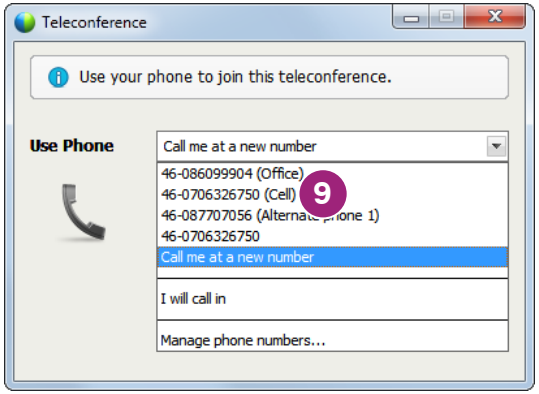


8 Scroll down to the bottom of the page and click on the Update button.


Event Center
Support Center
More Services
My WebEx
To allow other hosts to schedule meetings on your behalf, click Select From Host List.
(Available for Meeting Center, Training Center, Sales Center and WebEx Integration to Outlook)
If you are setting scheduling permissions using WebEx Integration to Outlook, ensure that you select delegates and grant them access to the calendar in your Outlook.
Web Page Preferences
Set your preferences for this Web site. The preferences are stored in your current computer.
Home page: Welcome Page Welcome
Time zone: Stockholm (Sweden Summer Time, GMT+02:00)
Language: English
Locale: U.S.
Note: Changing the locale affects the display of session times, dates, currency, and numbers.
Support Center
Order of tabs: You can change the order of the tabs in the support dashboard by selecting a tab in this list, then clicking the Move Up or Move Down button.
Tools
Desktop
Application
Session
8
Update
Cancel

When you start a web meeting and the telephone conference dialogue box opens, you can choose to be called on one of your pre-set telephone numbers.

9 Open the Ring mig på ett nytt nummer (“Call me on a new number”) drop-down list and select the desired number.



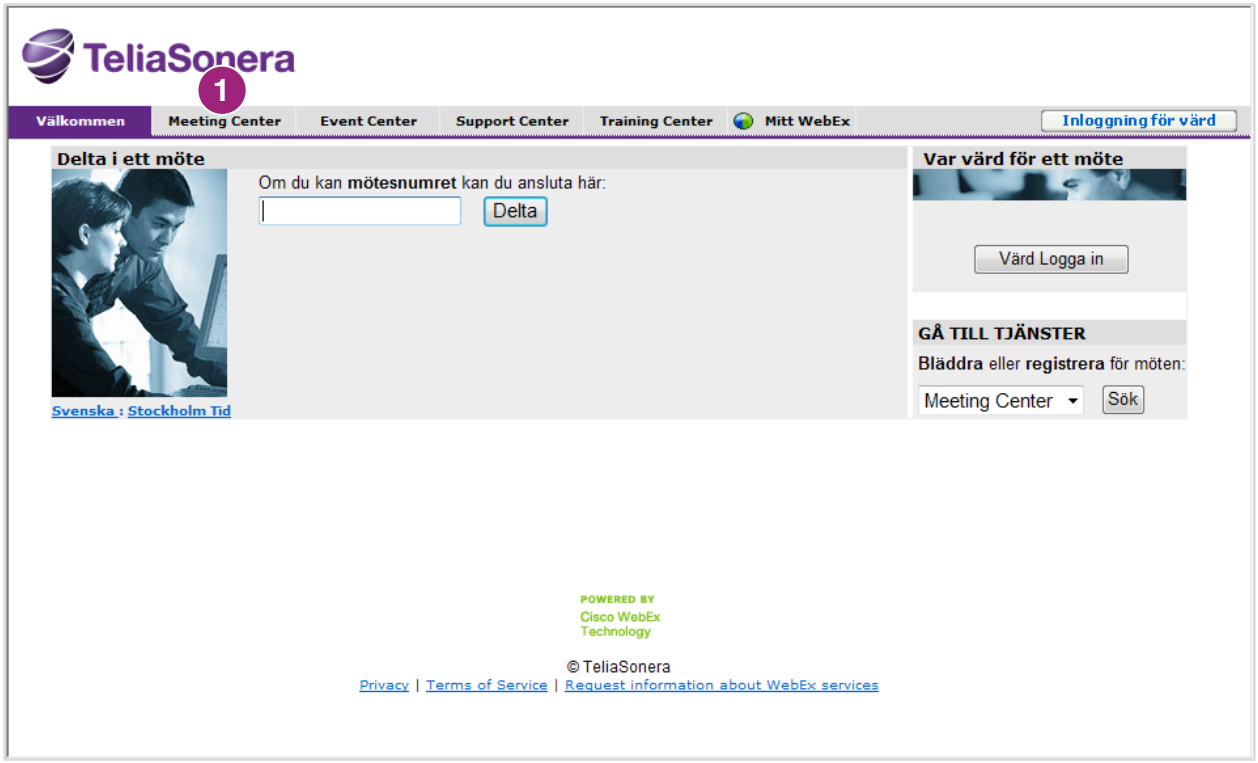
Appendix 6: Setting the language version for Meeting Center

The user interface of Telia Webbmöte comes in two varieties; Swedish and English. During the process of ordering the service, your company has specified which of these languages should be the default setting when a user logs in.

If the default setting is unsuitable for a specific group of participants, you can easily change the language before the meeting. The screen shots below show the shift from Swedish to English. Between brackets, you find the interface terminology for the opposite direction.

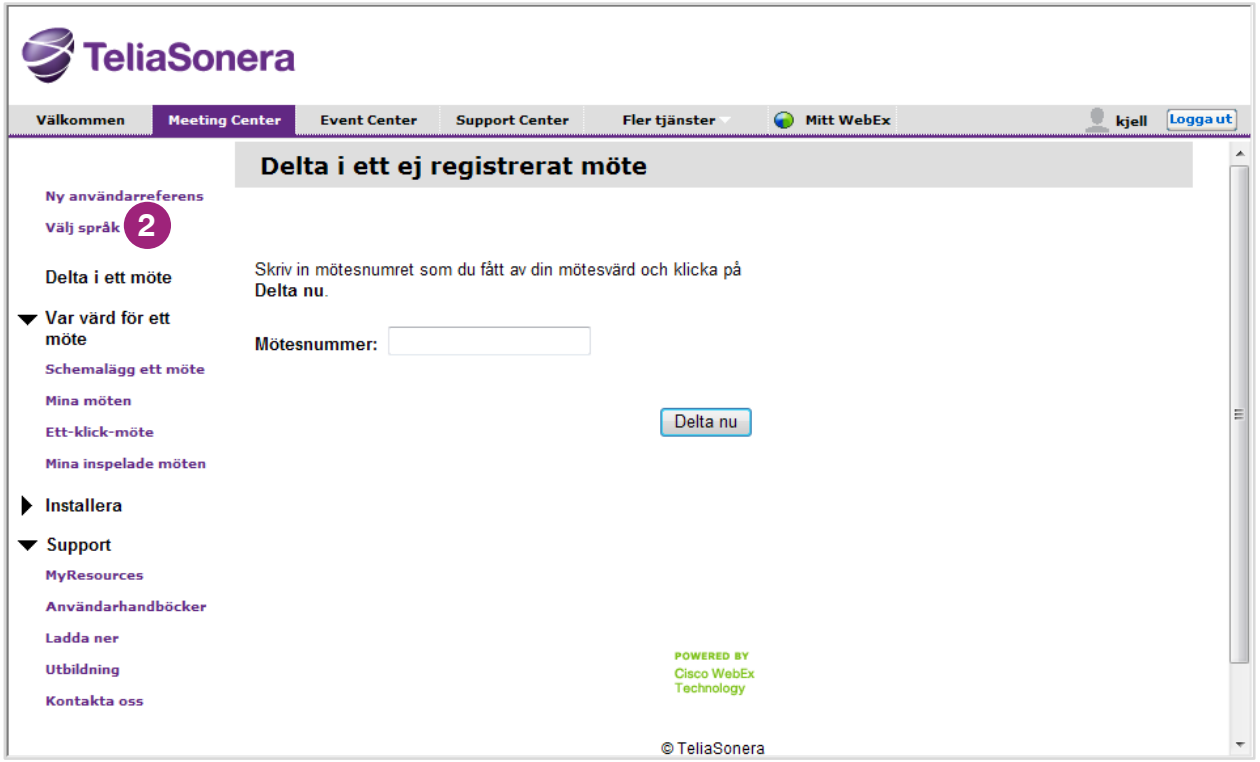
Open the service's homepage, click on the Värd Logga in (HOST Log in) button and log in using your user name and personal password. See **Appendix 1** on page 17.

1. Click on the Meeting Center tab.



Telia

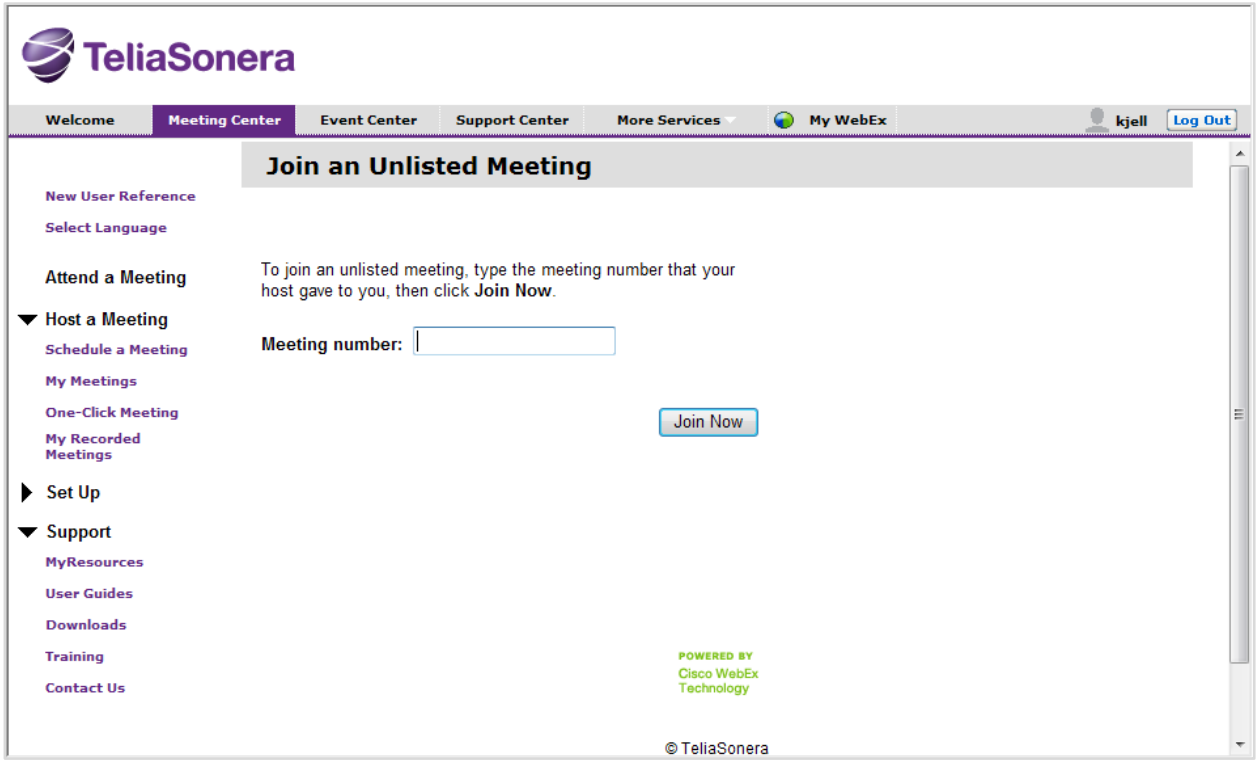
2 Click on the Välj språk (Select language) menu option.



3 Open the Språk (Language) drop-down list and select Engelska (Swedish).

4 Click on the OK button.

The service will now switch to the other language.



E-mails sent by the service to meeting participants will be in the selected language.
The same applies to the user interface in the meeting window.